BRITS User Manual

Version 1.2.2 08/25/2018

BRITS User Manual is updated as needed. Please review Version for more information.

User Manual Outline

1. Preface – this section provides a quick reference table that hyperlinks user role to specific system functions available to that role.

2. General Overview – this section provides general information on how to use the BRITS User Manual and how to log into BRITS
   Chapters (1 and 2)

3. BRITS Overview – this section provides an overview of how BRITS web pages are laid-out and the user's roles
   Chapters (3 and 4)

4. BRITS pages – this section explains each page in BRITS
   Chapters (5 - 13)

5. Referral Workflow – this section explains the functions available in BRITS
   Chapters (14 - 23)

6. Workload - this section explains the Workload function
   Chapters (24)

7. BRITS functions - this section explains the additional features BRITS provides
   Chapters (25 - 30)

8. Additional resources - this section explains the additional features BRITS provides
   Chapters (31 - 34)

9. Appendices – Notes for Release 1.1, 1.2, and 1.2.2

Contents

Quick Reference Roles and Functions

Roles	Available Functions	
Worker	• Create a referral • Update referral • Filter	• Comments • Documents • Void
State View Only	• Read-only access	
Help-Desk Role	• Create a referral • Update referral • Comments • Documents • Assign a referral • Reassign a referral • Retract/Unassign a referral • Investigation	• Filter • Invalidate Program • Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Void

Table 1 Quick Reference General Roles & Functions

Roles	Available Functions	
Gatekeeper	• Create a referral • Update referral • Comments • Documents • Assign a referral • Reassign a referral • Retract/Unassign a referral	• Filter • Invalidate Program • Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Void
Investigator/ Claims Overpayment Specialist (COS)	• Create a referral • Update referral • Comments • Documents • Investigation	• Filter • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Void

Table 2 Quick Reference Internal Roles & Functions

Roles	Available Functions	
External Gatekeeper	• Update referral • Comments • Documents • Assign a referral • Reassign a referral	• Retract/Unassign a referral • Filter • Post Investigation Assignment • Post Investigation – Investigation • Close a referral
External Investigator	• Update referral • Comments • Documents • Investigation	• Filter • Post Investigation Assignment • Post Investigation – Investigation • Close a referral

Table 3 Quick Reference External Roles & Functions

Roles	Available Functions	
State Limited	• Create a referral • Update referral • Comments • Documents • Assign a referral • Reassign a referral • Retract/Unassign a referral • Investigation	• Filter • Invalidate Program • Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Void

Table 4 Quick Reference PACU Roles & Functions

Roles	Available Functions	
DHS-OIG Queue Master	• Create a referral • Update referral • Comments • Documents • Assign a referral • Reassign a referral	• Retract/Unassign a referral • Filter • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Void
DHS-OIG Unit Gatekeeper	• Create a referral • Update referral • Comments • Documents • Assign a referral • Reassign a referral • Retract/Unassign a referral	• Filter • Invalidate Program • Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Void
DHS-OIG Unit Investigator	• Create a referral • Update referral • Comments • Documents • Investigation	• Filter • Post Investigation Assignment • Post Investigation – Investigation • Close a referral • Void

Table 5 Quick Reference DHS OIG Roles & Functions

BRITS Detailed Pages	BRITS Functions
Home Page	Reminders
Referral Detail Page	Create Referrals
Referral Summary Page	Assign Referral
Case Detail Page	Reassign Referral
Claim Detail Page	Perform Investigation
Individual Detail Page	Assign Post Investigation
Workload Gatekeeper Page	Perform Post Investigation
Workload Investigator Page	Comments
	Documents

Table 6 BRITS Pages & Functions

I. GENERAL OVERVIEW

1. BRITS Manual Overview

1.1 BRITS

BRITS (Benefit Recovery Investigation Tracking System) is the new web-based system for the creation and tracking of public assistance overpayment and fraud investigation referrals for Child Care (CC), BadgerCare Plus, Medicaid, FoodShare, and Wisconsin Works (W-2). All data displayed in BRITS is a combination of information that originates from CARES mainframe (legacy) system/CARES Worker Web (CWW) or entered in BRITS.

The BRITS system will include:

- Fraud & collection processes for W-2, CC, FS, MA
- Comprehensive Data Warehouse
- Documents uploaded into BRITS stored in eClient
- Interoperability with CWW.

1.2 About the User Manual

1.2.1 Features

The BRITS manual is divided into five main sections: General Overview, Getting Started, BRITS pages, Referrals, and Additional Functions. Each section contains multiple chapters expanding the section topics, graphs or pictures as needed.

1.2.2 Navigating

Hyperlinks (underlined and blue font color) provide the user with the ability to navigate to another section of the manual for additional information.
The Hover function in this document provides additional information on a topic when the user places the mouse pointer over a word. Hover words will link to another area in the document, link to a location outside the document, or take the user to the main heading of the current section.
To go back to the previous section after selecting a link Right click and select Previous View or Click Alt and the Left Arrow key together.
Another option for moving back to the previous page would be to select View, Page Navigation and Previous page.

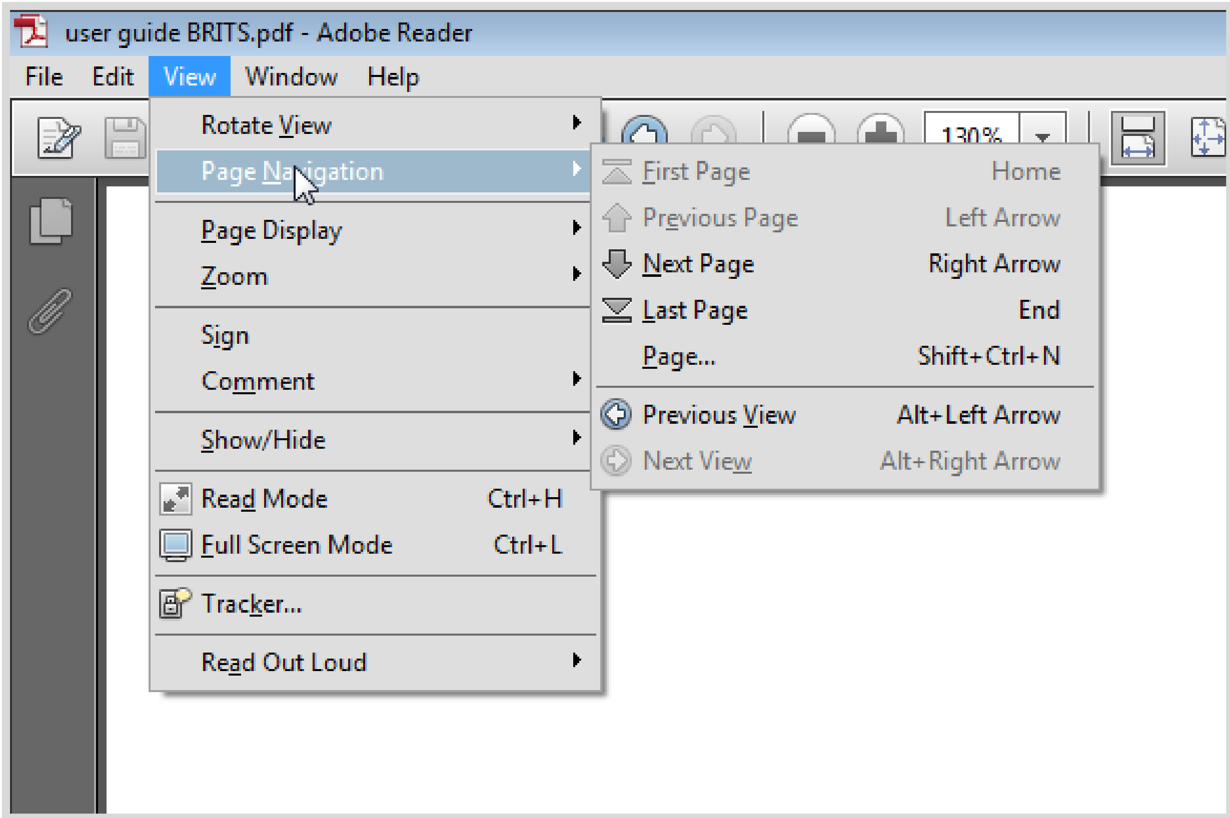


Figure 1 Navigation BRITS User Manual

1.2.3 Saving the Document to the user's desktop

By saving a personal PDF copy of the User Manual, a user can add sticky notes to sections of the document where the user would like to add notations. These sticky notes remain on the file until the user removes them. They are only saved to the user's copy.

Adding a bookmark to a page is another tool available in the saved copy of the User Manual.

1.2.4 User Manual Version

The User Manual is updated regularly with the most current version posted on the Home page of the BRITS system under the Help button.

To see if a user is viewing the most recent copy:
Compare the Version on the User Manual with the Version Number on the BRITS login page. If a user is not using the most up to date version, it may be inaccurate. Please use the most current version.

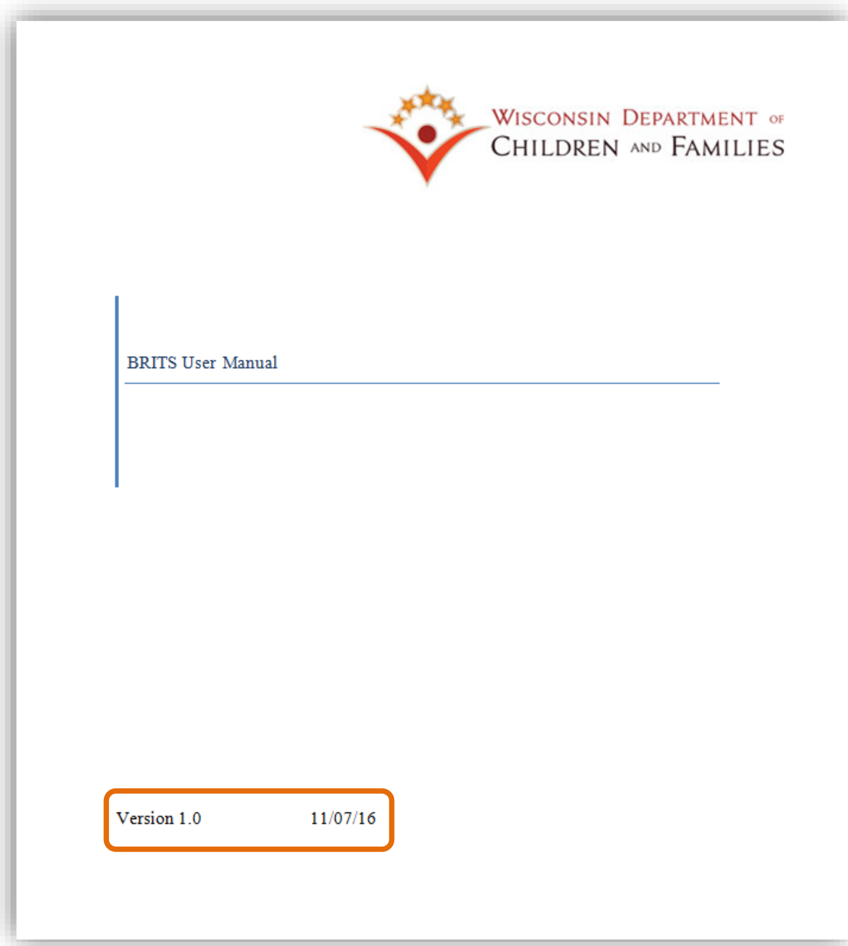


Figure 2 BRITS User Manual Version

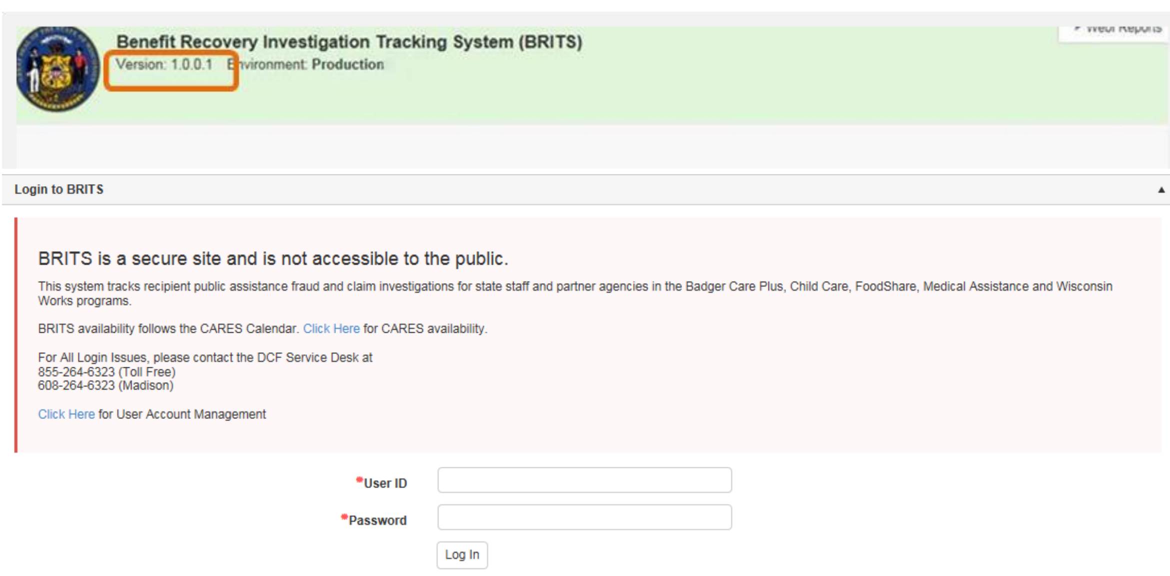


Figure 3 BRITS Login Page – Version

2. BRITS Application Overview

2.1 User Interface

The BRITS User Interface manages the working process and information that appears in the system. The interface is designed to provide users easy access to different components of BRITS. The different components are described below.

2.1.1 User Interface Layout

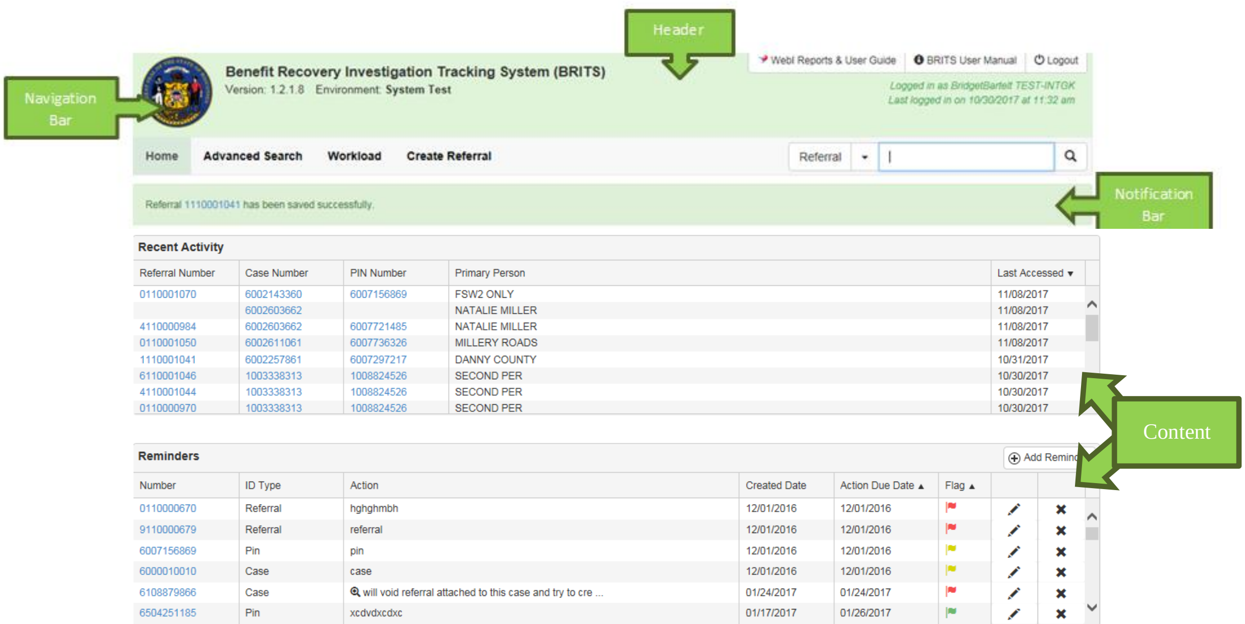


Figure 4 BRITS Home Page Layout

- Header - The header provides the following information pertaining to BRITS and the user.
  - State Logo
  - BRITS title
  - Name of person logged in and when they last logged in
  - BRITS User Manual
  - Logout button
  - WebI Reports & User Guide

- Navigation Toolbar – Provides the following tab options and functions. To see more on the Navigation Toolbar.
  - Home
  - Advanced Search
  - Workload
  - Create Referral
  - Quick Search

- Notification bar – Allows BRITS to communicate with the end user. BRITS may display the Content Title or a Banner with a message to the user. When a message displays, it states if the task attempted was competed and saved or if there was an error.

- Content – The content section displays a variation of grids and sections depending on the page in BRITS. For more information on this section view the BRITS Detailed Pages section.

2.1.2 Navigation Toolbar

The navigation toolbar allows the user to move to different pages within the BRITS system. The Navigation toolbar's appearance is based on the user's BRITS profile. Some users will not see all of the tabs listed below.

- Home
- Advanced Search
- Workload – role restricted
- Create Referral – role restricted
- Quick Search

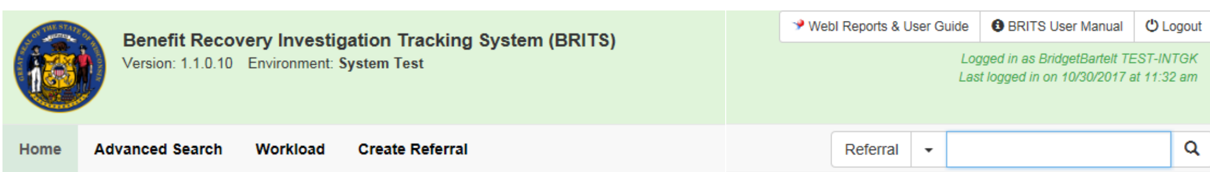


Figure 5 BRITS Navigation Toolbar

2.1.3 Notification Bar

The notification bar allows the system to communicate with the user whether a task was completed. Most common notifications are seen after a referral is saved.

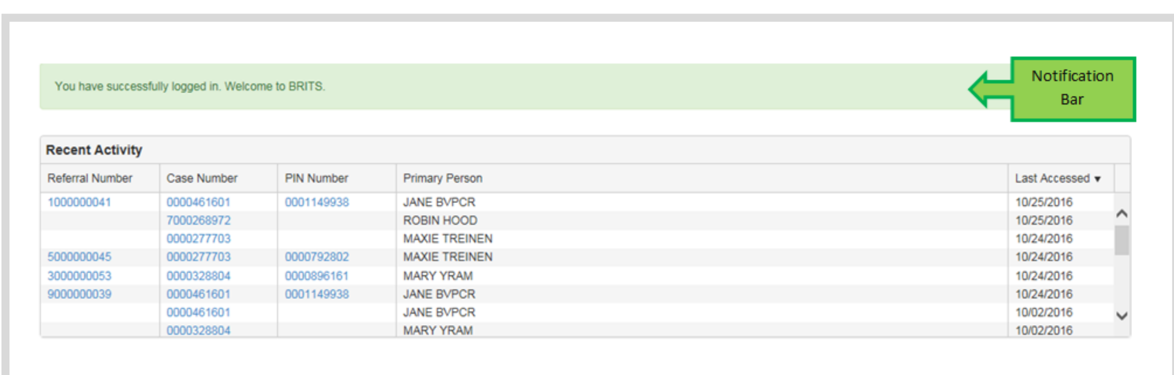


Figure 6 BRITS Notification Bar

2.1.4 Content section

The content section of a page will display some combination of grids and panels. Each page provides the user with different detailed information in the content section.

- Grids are stationary and cannot be collapsed.

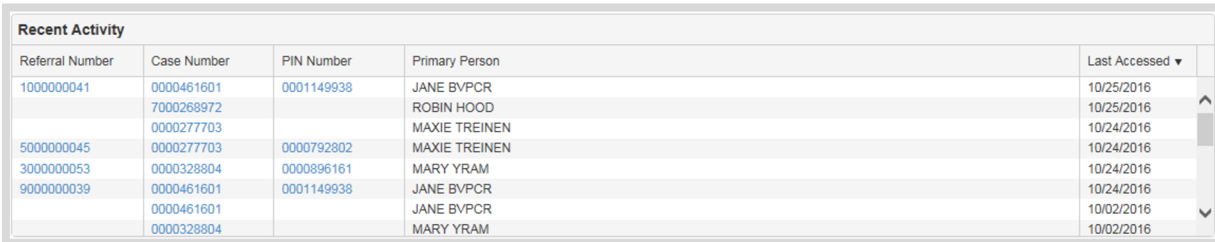


Figure 7 Home Page Recent Activity Grid

- Panels look very similar to grids but they are collapsible.

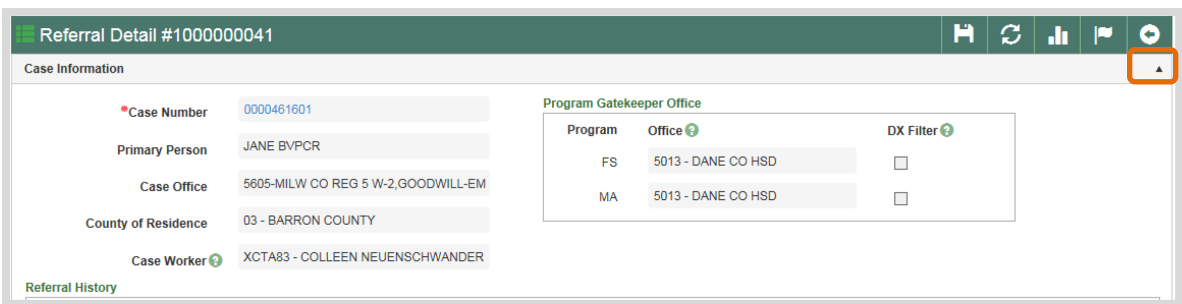


Figure 8 Expanded Case Information Panel

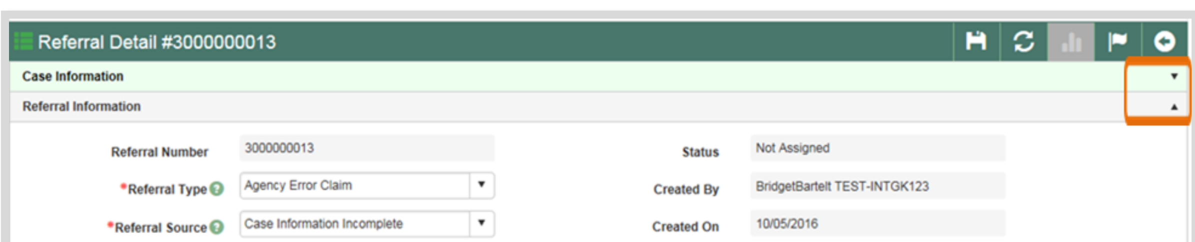


Figure 9 Collapsed Case Information Panel

2.2 Dialog

BRITS will communicate additional information to a user through the use of tooltips, hover action, required notifications, and pickers.

2.2.1 Tooltips

A tooltip is an icon (question mark) that notifies the user that additional information about a field exists. When a user positions the cursor over the Tooltip, additional information is displayed next to the Tooltip.

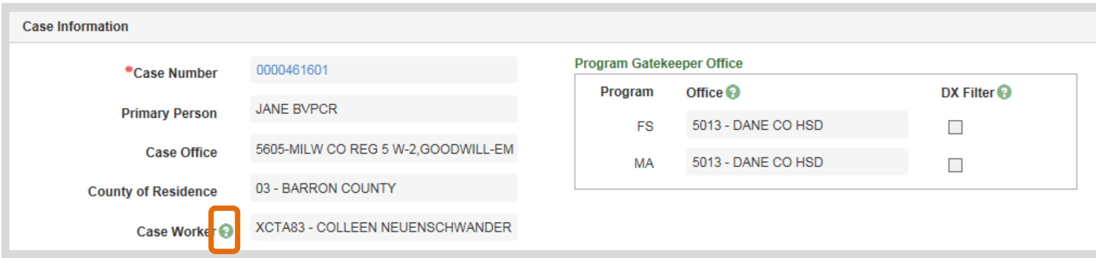


Figure 10 Case Worker Tooltip

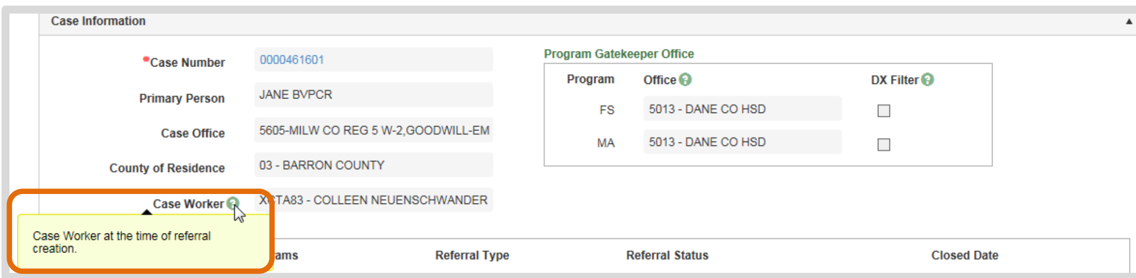


Figure 11 Case Worker Tooltip when Hovered

2.2.2 Hover

Some items in BRITS produce additional information about a field when the user hovers over the field. A common example of this is any field or column that contains program code fields.

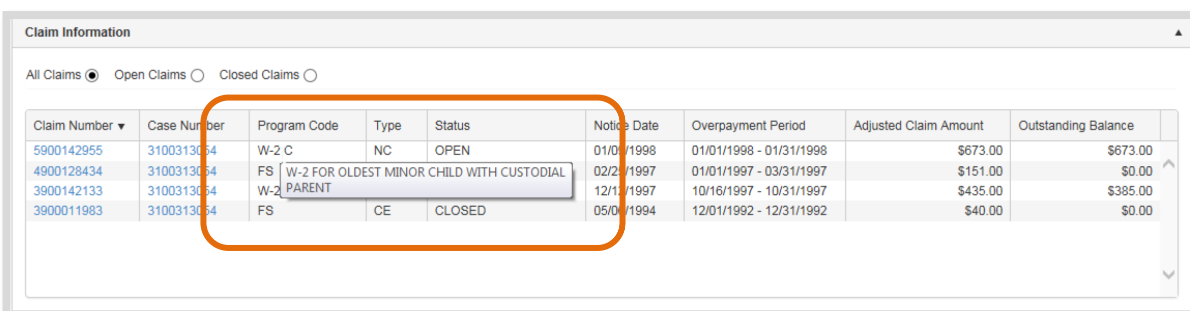


Figure 12 Hover over Program Codes

2.2.3 Hyperlinks

All Case Numbers, Claim Numbers, PIN and Referral Numbers are hyperlinks and will direct the user to that page when selected. All program areas on the Gatekeeper's workload page are hyperlinked when there is additional work to be done.

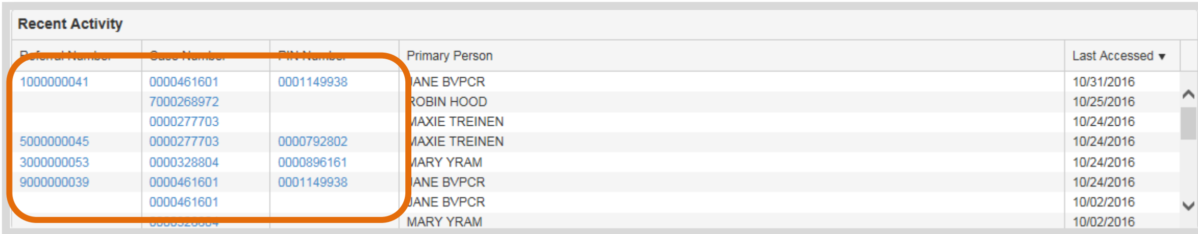


Figure 13 Hyperlinked Case, Claim, PIN and Referral Numbers

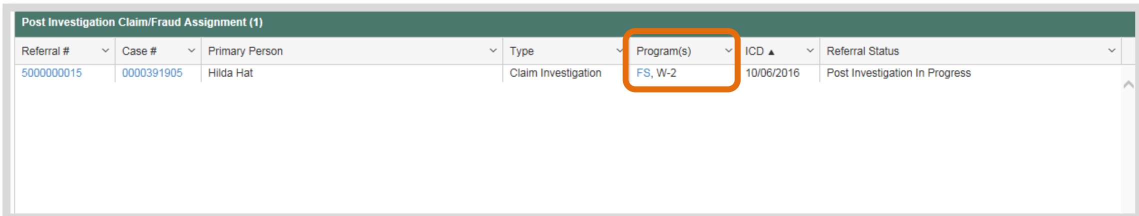


Figure 14 Hyperlinked Program(s)

2.2.3 Pickers

Pickers are the small calendar icons next to all date fields. When a user clicks on the icon, a calendar prompts the user to select a date. The picker will close and return the user to the current page.

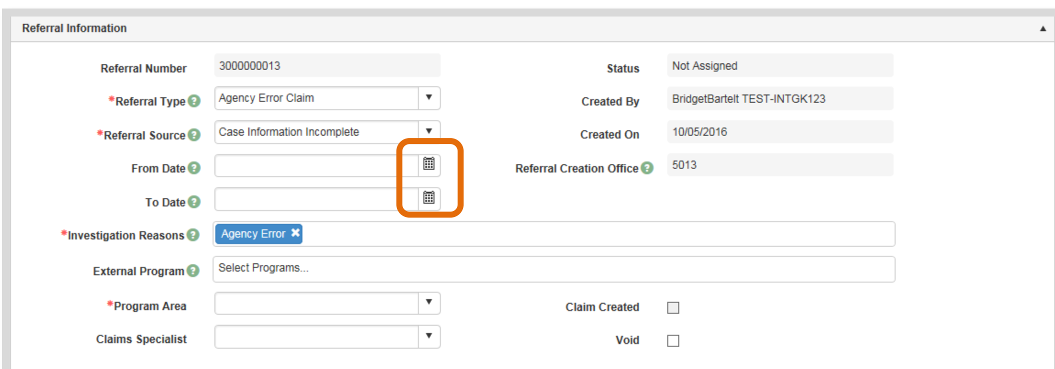


Figure 15 Calendar Picker Button

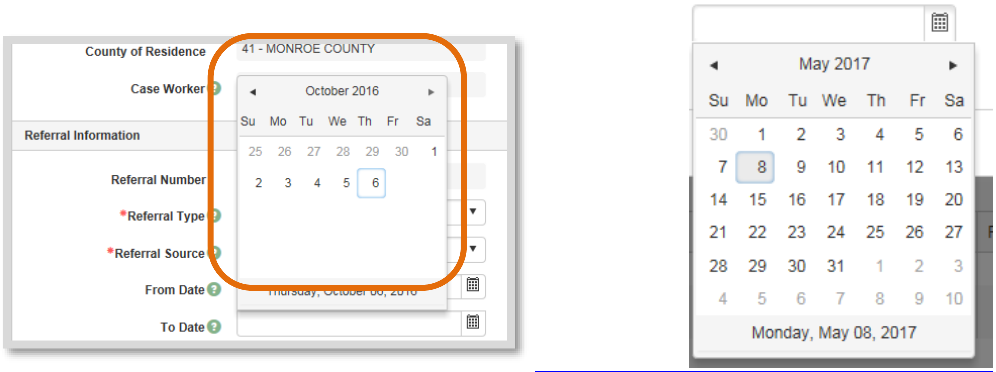


Figure 16 Expanded Calendar

Some date fields only display to the current date.

2.2.4 Required Fields

When a field displays an asterisk (*) next to it, the field is a required field. Information must be entered in these fields to save the referral.

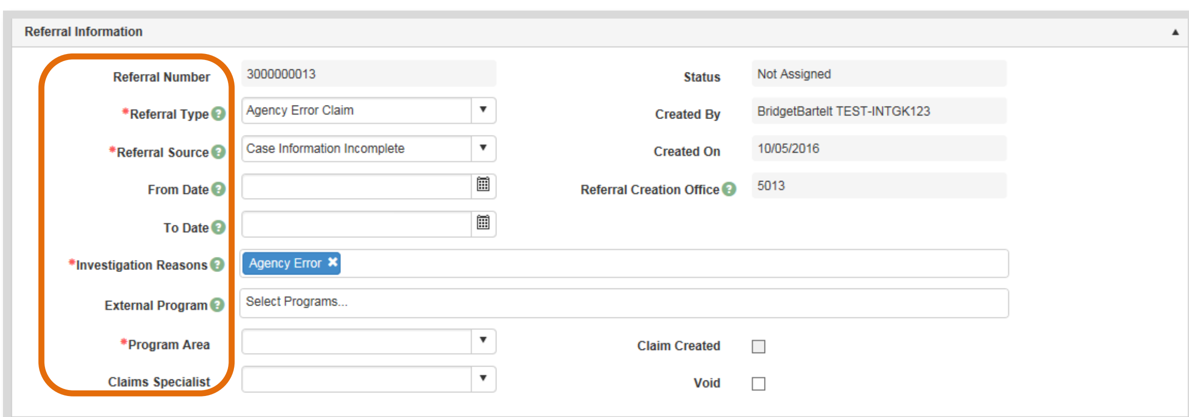


Figure 17 Required Fields

2.3 Toolbars

Toolbars provide convenient access to commonly used functions by selecting a tab or an icon.

- Navigation Toolbar-tab

The navigation portion of the toolbar provides the user the ability to go directly to the Home page, the Advanced Search page, the Workload page or the Create Referral page by selecting the tab.

Figure 18 Navigation Toolbar

- Action Toolbar-icon
  The action portion of the toolbar provides a user with additional common functions. Each function has an icon; once the icon is selected the action associated with it is performed.

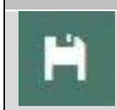
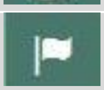
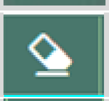
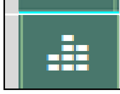
Icon	Purpose
	Save – stores all user entered information that was most recently added to the referral/investigation/workload
	Refresh– clears all recent user entered information on the referral/investigation since the referral was last saved
	Reminder – Ability to set reminders on detail pages.
	Referral Summary– brings the user back to the Referral Summary page for a case
	Back One Page– directs the user to the page they were recently visiting
	Remove Custom Workload View – allows the user to remove all sorts and filters they saved on their Workload Page
	Change Workload View – allows user to toggle between Custom Workload and Default Workload views

Figure 19 Action Toolbar

II. BRITS

3. Getting Started

3.1 System Requirements for BRITS

Recommended	
Supported Browser	IE11
CPU	Intel 2GHZ
RAM	4 GB
HDD	1 GB
Resolution	1024 x 768
Print Browser	***TBD***
Plug-In	Internet Connection, JavaScript, Cookies

Table 7 System Requirements

3.2 Accessing BRITS

A user must have a Web Access Management Systems (WAMS) account that is associated with a BRITS ID. To request new access, submit request to DCF security help desk.

3.2.1 Accessing the BRITS Application

- Ensure that all system requirements have been met
- Access BRITS using one of the following methods:
    - Click on this link and bookmark the page. https://brits.wisconsin.gov
    - Click the BRITS link on the Income Maintenance/Workforce Development Gateway page. https://prd.cares.wisconsin.gov
    - Clicking the BRITS link under the Applications tab on the DCF Home page. http://dcfweb/it/applications/default.htm
    - Click on the BRITS link on the Case Summary page of a case in CWW.

3.2.2 Logging into BRITS

- The login screen requires the user to enter his or her unique credentials (BRITS login ID and password). Only users with BRITS access are able to log into the BRITS application.
    - A user can reset a BRITS password by clicking on the Account Management link on the BRITS Login page. https://devon.wisconsin.gov/WAMS/AccountRecoveryController?RSAction=FSI

- After the login credentials have been entered, the information is validated and the user is transferred to the BRITS Home page.

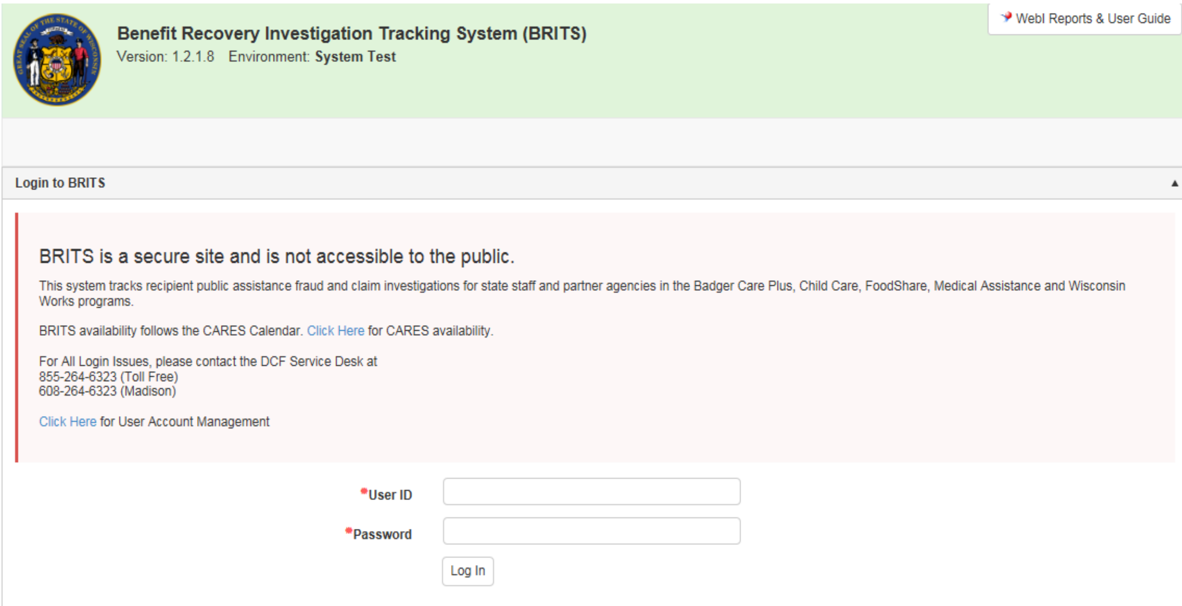


Figure 20 BRITS Login Page

3.2.2.1 Error Messages: Required Fields

If either the User ID field or the Password field is left blank, the system requests the user to correct the errors through a banner message.

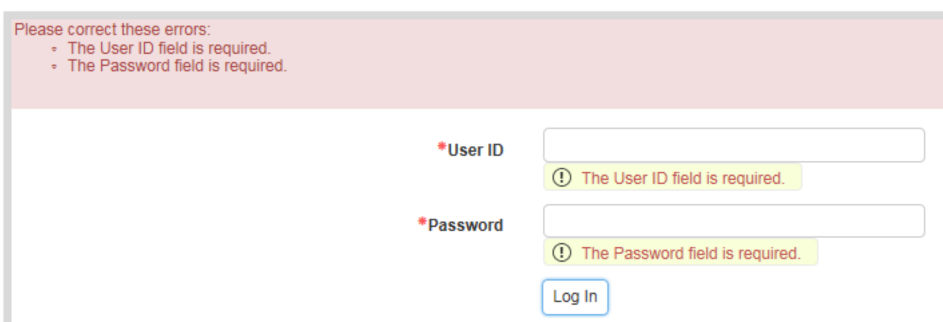


Figure 21 BRITS Login Page User ID and Password required Error Message

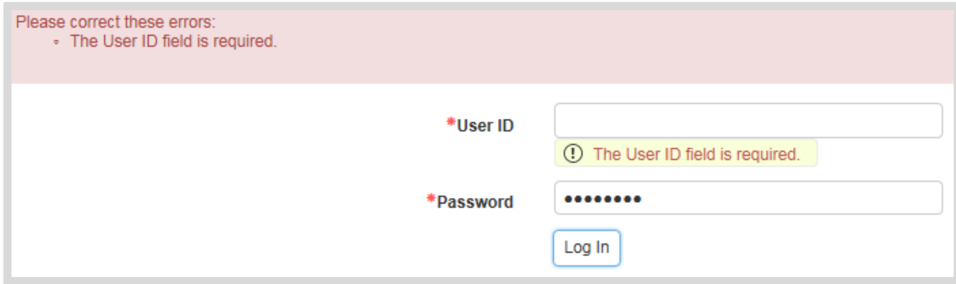


Figure 22 BRITS Login Page ID Required field Error Message

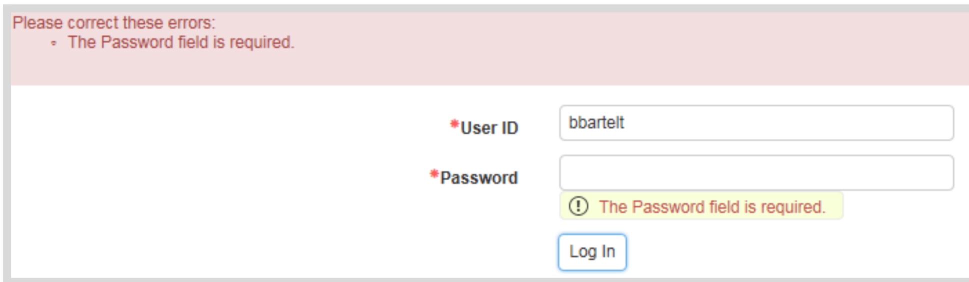


Figure 23 BRITS Login Page Password required Error Message

3.2.2.2 Invalid Login

If the login credentials are invalid, the system requests the user to correct the errors through a banner message.

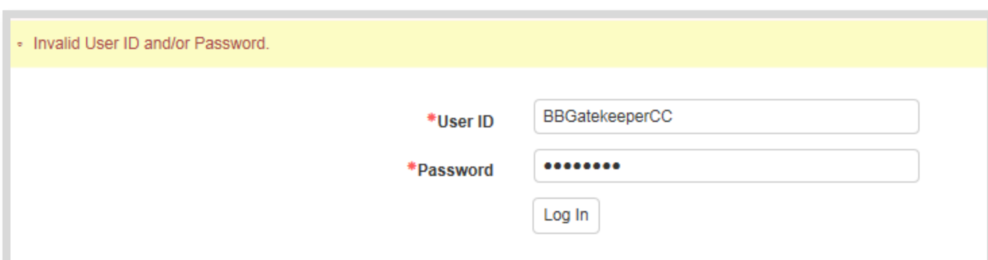


Figure 24 BRITS Login Page Invalid User ID/Password Error Message

3.2.3 Navigation away from the page

If the user is logged out by the system while working or if the user attempts to navigate to a particular area of the system prior to authenticating, the system returns the user back to their last visited page.

3.2.4 BRITS Availability

BRITS availability is the same as the Client Assistance for Re-employment and Economic Support System (CARES). See the CARES Availability Calendar by clicking the CARES link on the DHS Eligibility Management homepage.

When BRITS is unavailable, the following banner will display on the login page.

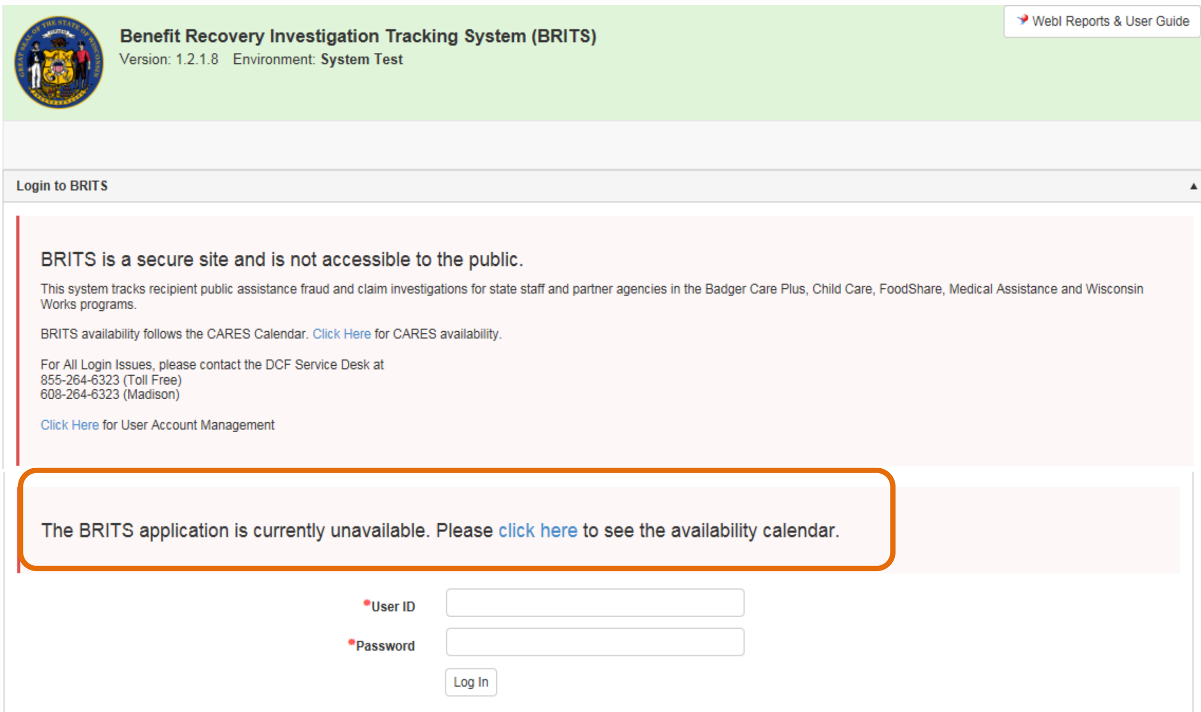


Figure 25 BRITS Login Page – Unavailable Message

4. BRITS Roles

There are currently fifteen (15) unique roles in the BRITS application. A user can only belong to one investigation type: DHS OIG, PACU, Internal or External. E.g. A user in BRITS cannot belong to DHS OIG and PACU.

4.1 General Roles General roles for State employees

General Users		
Role	**Description**	**Available Functions**
Worker	A limited functionality role. The primary function of this role is to create referrals.	• Create a referral • Update referral • Filter • Void
State View Only	A State-level support role with read-only access to non-confidential referrals.	• Read-only access
Help-Desk Role	An unrestricted access role. These users can perform most functions on a referral.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign • Void • Filter • Invalidate Program, Invalidate a referral • Post Investigation Assignment • Post Investigation - Investigation • Close a referral

Table 8 General Roles

4.2 Internal Roles

Internal roles for users that work through a county, tribe or consortium.

Internal Users		
Role	**Description**	**Available Functions**
Internal Gatekeeper	A role to assist the BRITS referral workflow. This role assigns referrals to investigators within the agency, external agency or OIG. A county may have one or multiple Gatekeepers per program area.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign – investigator • Assign, Reassign, Unassign – Gk office/agency/investigation type • Void • Filter • Invalidate Program, Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral
Internal Investigator/ Claims Overpayment Specialist (COS)	The primary function of an Investigator role is to carry out investigations/determinations on assigned referrals.	• Create a referral • Update referral • Comments • Documents • Investigate • Void • Filter • Post Investigation Assignment • Post Investigation - Investigation • Close a referral
Dual Internal Role	A role for users that need both Internal Gatekeeper and Internal Investigator privileges.	• Please see above

Table 9 Internal Roles

4.3 External Roles

External Roles are roles contracted by a County, Tribe or Consortium. If they are a contractor, they would need to establish access in BRITS to input their findings and track workload. An external agency must have at least one Gatekeeper and one Investigator. The same individual can have both roles. In order to be granted access to BRITS, external agency users must first create a WAMS ID. A link is available on the Income Maintenance/Workforce Development Gateway page. https://prd.cares.wisconsin.gov/.

External Users		
Role	**Description**	**Available Functions**
External Gatekeeper	A role for users in a subcontracted agency. External Gatekeepers are similar to Internal Gatekeepers and perform most of the same functions. The scope of contractual agreements varies from agency to agency.	• Update referral • Comments • Documents • Assign, Reassign, Unassign – investigator • Filter • Post Investigation Assignment • Post Investigation – Investigation • Close a referral *Referrals they have access to
External Investigator	A role for user's in a subcontracted agency that performs investigations. External Investigators perform the investigations/determination assigned to them by the External Gatekeeper.	• Update referral • Comments • Documents • Investigate • Filter • Post Investigation Assignment • Post Investigation – Investigation • Close a referral *Referrals they have access to
Dual External Role	A role for user's that has both External Gatekeeper and External Investigator privileges.	• Please see above

Table 10 External Roles

4.4 PACU Role

The PACU (Public Assistance Collections Unit) role is an investigator within PACU.

PACU Users		
Role	**Description**	**Available Functions**
State Limited	A State-level role that performs investigation and can assign within PACU.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign – investigator • Assign, Reassign, Unassign – Gk office/agency/investigation type • Investigation • Void • Filter • Invalidate Program • Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral

Table 11 PACU Roles

4.5 DHS OIG Roles – Office of the Inspector General

These roles are specifically assigned to a unit within OIG. There are three units at the DHS-OIG: Public Assistance Reporting Information System (PARIS), Investigations, and Trafficking. Each unit has separate Gatekeepers and Investigators assigned. These Gatekeepers and Investigators may perform similar functions, but they are defined as separate roles in BRITS. There is also a Queue Master role. This role directs the incoming referrals and can assign them to a unit.

DHS OIG Queue Master User		
Role	Description	Available Functions
DHS-OIG Queue Master	A role for users that triage and assign referrals to the DHS-OIG units within the DHS-OIG.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign • Void • Filter • Post Investigation Assignment • Post Investigation – Investigation • Close a referral

Table 12 DHS OIG Queue Master

DHS OIG Trafficking Unit Users		
Role	Description	Available Functions
DHS-OIG Trafficking Gatekeeper	A role for users that assign referrals and investigations within an OIG Trafficking Unit. A Unit may have one or multiple Gatekeepers per program area.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign • Invalidate program • Invalidate a referral • Void • Filter • Invalidate Program • Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral
DHS-OIG Trafficking Investigator	A role for users that perform investigations or determination work within a DHS-OIG Investigations unit.	• Create a referral • Update referral • Comments • Documents • Reassign • Investigation • Void • Filter • Post Investigation Assignment • Post Investigation – Investigation • Close a referral
DHS-OIG Trafficking Dual Role	A role for users that need both DHS-OIG Trafficking Gatekeeper and DHS-OIG Trafficking Investigator privileges.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign • Investigation • Void • Filter • Invalidate Program • Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral

Table 13 DHS OIG Trafficking Unit

OIG Investigations Unit		
Role	Description	Available Functions
DHS-OIG Investigations Gatekeeper	A role for users that assign referrals and investigations within an OIG Trafficking Unit. A Unit may have one or multiple Gatekeepers per program area.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign • Invalidate program • Invalidate a referral • Void • Filter • Invalidate Program • Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral
DHS-OIG Investigations Investigator	A role for users that perform investigations or determination work within a DHS-OIG Investigations unit.	• Create a referral • Update referral • Comments • Documents • Reassign • Investigation • Void • Filter • Post Investigation Assignment • Post Investigation – Investigation • Close a referral
DHS-OIG Investigations Dual Role	A role for users that need both DHS-OIG Investigations Gatekeeper and DHS-OIG Investigations Investigator privileges.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign • Investigation • Void • Filter • Invalidate Program • Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral

Table 14 DHS OIG Investigations Unit

OIG PARIS Unit		
Role	**Description**	**Available Functions**
DHS-OIG PARIS Gatekeeper	A role for users that assign referrals and investigations within an OIG Trafficking Unit. A Unit may have one or multiple Gatekeepers per program area.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign • Invalidate program • Invalidate a referral • Void • Filter • Invalidate Program • Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral
DHS-OIG PARIS Investigator	A role for users that perform investigations or determination work within a DHS-OIG Investigations unit.	• Create a referral • Update referral • Comments • Documents • Reassign • Investigation • Void • Filter • Post Investigation Assignment • Post Investigation – Investigation • Close a referral
DHS-OIG PARIS Dual Role	A role for users that need both DHS-OIG PARIS Gatekeeper and DHS-OIG PARIS Investigator privileges.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign • Investigation • Void • Filter • Invalidate Program • Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral

Table 15 DHS OIG PARIS Unit

OIG Trio – Roles by Unit		
Role	**Description**	**Available Functions**
DHS-OIG Triple role - Investigation Dual Role plus Queue Master	A role for users that need the combined DHS-OIG Queue Master, DHS-OIG Investigations Gatekeeper and DHS-OIG Investigations Investigator privileges.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign • Investigation • Void • Filter • Invalidate Program • Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral
DHS-OIG Triple role - Trafficking Dual Role plus Queue Master	A role for users that need the combined DHS-OIG Queue Master, DHS-OIG Trafficking Gatekeeper and DHS-OIG Trafficking Investigator privileges.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign • Investigation • Void • Filter • Invalidate Program • Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral
DHS-OIG Triple role - PARIS Dual Role plus Queue Master	A role for users that need the combined DHS-OIG Queue Master, DHS-OIG PARIS Gatekeeper and DHS-OIG PARIS Investigator privileges.	• Create a referral • Update referral • Comments • Documents • Assign, Reassign, Unassign • Investigation • Void • Filter • Invalidate Program • Invalidate a referral • Post Investigation Assignment • Post Investigation – Investigation • Close a referral

Table 16 DHS OIG Trio Roles

III. BRITS DETAILED PAGES

5. BRITS Home Page

The home page is a user-specific page. After logging into BRITS this is the first page the user will see. The Home page has five main sections: header, navigation toolbar, notification bar, Recent Activity grid and a Reminder grid. For more information on the header, navigation bar or notification bar go to BRITS Application Overview.

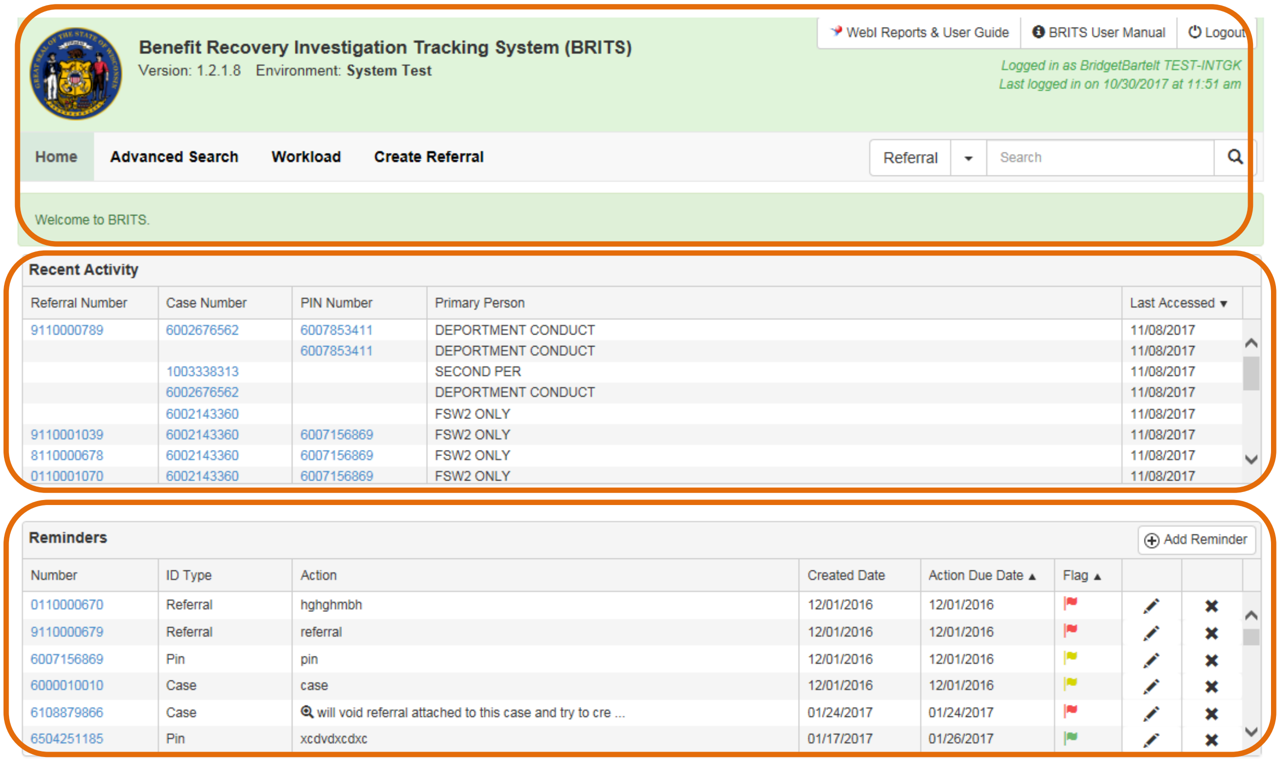
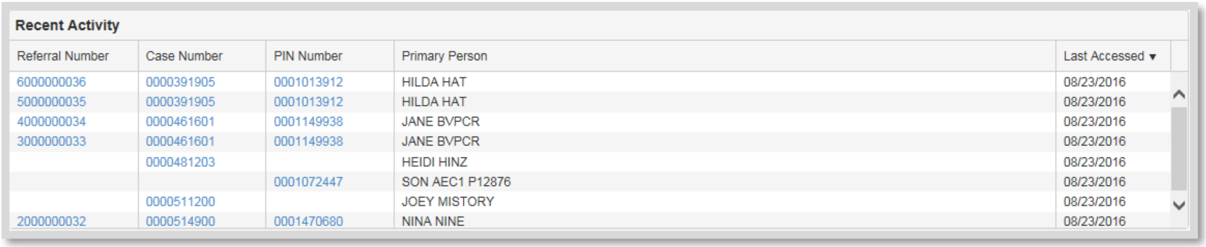


Figure 26 Home page Sections

5.1 Recent Activity Grid

The Recent Activity grid displays the last 20 pages the user has viewed. Based on the page selected, the appropriate column(s) is populated. The default sort is the "Last Accessed" column. For more information on sorting grids see Sorting Grids.



Recent Activity

Referral Number	Case Number	PIN Number	Primary Person	Last Accessed ▾
6000000036	0000391905	0001013912	HILDA HAT	08/23/2016
5000000035	0000391905	0001013912	HILDA HAT	08/23/2016
4000000034	0000461601	0001149938	JANE BVPCR	08/23/2016
3000000033	0000461601	0001149938	JANE BVPCR	08/23/2016
	0000481203		HEIDI HINZ	08/23/2016
		0001072447	SON AEC1 P12876	08/23/2016
	0000511200		JOEY MISTORY	08/23/2016
2000000032	0000514900	0001470680	NINA NINE	08/23/2016

Figure 27 Home Page Recent Activity Grid

Recent Activity columns

1. Referral Number
   The Referral Number column is displayed in this column as a hyperlink. When a user visits a Referral *Detail Page*, all columns in the Recent Activity grid is filled with the available information from that referral.

2. Case Number
   The Case Number column is displayed in this column as a hyperlink. When a user visits a Case Detail Page, only the Case, Primary Person, and Last Accessed fields are populated.

3. PIN Number
   The Personal Identification Number (PIN) Number column is displayed in this column as a hyperlink. When a user visits a PIN Detail Page, only the PIN, Primary Person, and Last Accessed field are entered.

4. Primary Person
   The Primary Person column displays the primary person from on the *Detail Page* the user visited.

5. Last Accessed
   The Last Accessed column displays the most recent date a page was visited.

5.2 Reminders Grid

The Reminder grid displays all reminders a user has created. The reminder grid is displayed on the Home Page and the Reminder notification flag and window can be open from any of the *Detail Pages*. The Default sort for the grid is by Action Due Date then Flag. For more on sorting Grids see Sorting Grids.

Reminders — Add Reminder

Number	ID Type	Action	Created Date	Action Due Date ▴	Flag ▴		
0110000670	Referral	hghghmbh	12/01/2016	12/01/2016			
9110000679	Referral	referral	12/01/2016	12/01/2016			
6007156869	Pin	pin	12/01/2016	12/01/2016			
6000010010	Case	case	12/01/2016	12/01/2016			
6108879866	Case	will void referral attached to this case and try to cre ...	01/24/2017	01/24/2017			
6504251185	Pin	xcdvdxcdxc	01/17/2017	01/26/2017			

Figure 28 Home Page Reminder Grid

Reminders columns

1. Number
   The Number column displays either the Referral, PIN, Claim or Case number that was selected. A user may only have one reminder per ID Number and ID Type. All numbers in this column are hyperlinked.

2. ID Type
   The ID Type column will display the selected ID Type for each reminder.

3. Action
   The Action column will display the text the user has added to the reminder.

When a magnifying glass is present in the Action field, this represents that the action added is longer than what can be displayed. By selecting the magnifying glass the user can view the entire Action text added.

4. Created Date
   The Created Date column displays the date the reminder was created. This is an auto-generated date.

5. Action Due Date
   The Action Due Date column displays the date the user has selected as the due date.

6. Flag
   The Flag column displays the Flag selection the user has set the reminder to. A color-coded flag will display: red, yellow and green.

7. Edit
   The Edit column option allows the user to edit the Due Date, Flag and Action fields of the reminder.

8. Delete
   The Delete column option allows the user to delete any reminder on their list.

6. BRITS Workload Page for Internal, External, DHS-OIG Gatekeepers & DHS–OIG Queue Master

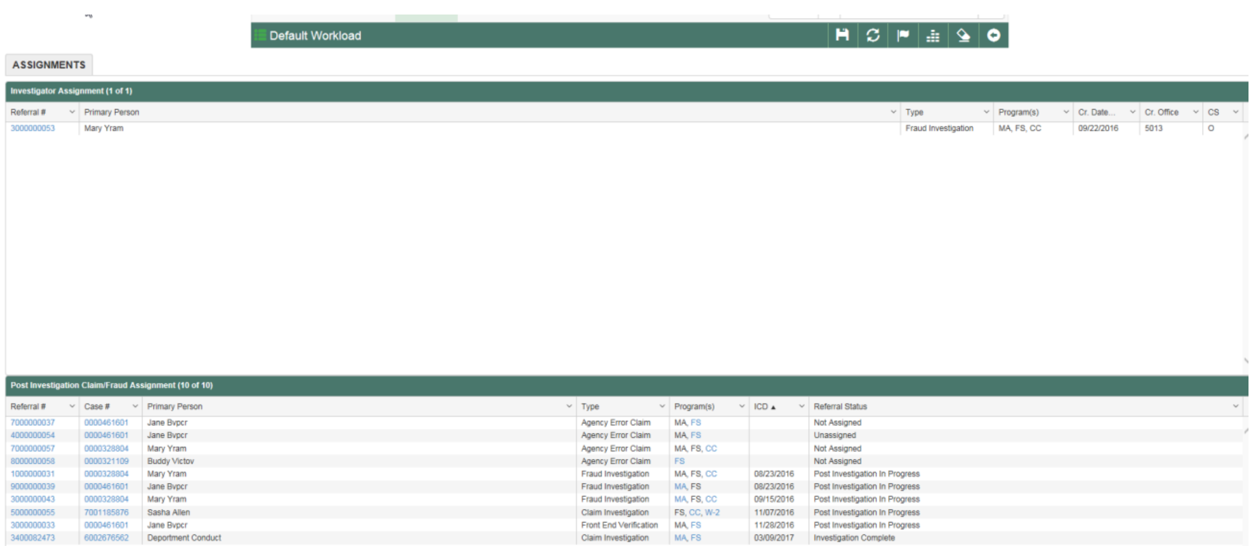
The workload page is user specific and displays all referrals that require some type of action to be completed by the user viewing the page. *Note: some referrals could appear on multiple gatekeepers' workload page.* All Referral numbers and Case numbers displayed on the Workload page are hyperlinked. Clicking the number will take the user to the associated Referral or Case Detail Page. Each section is sortable. For more on sorting Grids see Sorting Grids.

Not all roles will display a Workload page.

6.1 Default Workload View vs Custom Workload View

When a user navigates to their Workload Page BRITS loads the *Default Workload View* being sorted by creation date, in ascending order (Oldest to Newest), for the Investigator Assignment section, and in ascending order (Oldest to Newest) ICD for the Post Investigation Claim/Fraud Assignment section.

Important Note: *Customized workloads will have to be reapplied to include any newly released columns.*



Referral #	Primary Person	Type	Program(s)	Cr. Date...	Cr. Office	CS
3000000053	Mary Yram	Fraud Investigation	MA, FS, CC	09/22/2016	5013	O

Referral #	Case #	Primary Person	Type	Program(s)	ICD ▲	Referral Status
7000000037	0000461601	Jane Bvpcr	Agency Error Claim	MA, FS		Not Assigned
4000000054	0000461601	Jane Bvpcr	Agency Error Claim	MA, FS		Unassigned
7000000057	0000328804	Mary Yram	Agency Error Claim	MA, FS, CC		Not Assigned
8000000058	0000321109	Buddy Victov	Agency Error Claim	FS		Not Assigned
1000000031	0000328804	Mary Yram	Fraud Investigation	MA, FS, CC	08/23/2016	Post Investigation In Progress
9000000039	0000461601	Jane Bvpcr	Fraud Investigation	MA, FS	08/23/2016	Post Investigation In Progress
3000000043	0000328804	Mary Yram	Fraud Investigation	MA, FS, CC	09/15/2016	Post Investigation In Progress
5000000055	7001185876	Sasha Allen	Claim Investigation	FS, CC, W-2	11/07/2016	Post Investigation In Progress
3000000033	0000461601	Jane Bvpcr	Front End Verification	MA, FS	11/28/2016	Post Investigation In Progress
3400082473	6002676562	Deportment Conduct	Claim Investigation	MA, FS	03/09/2017	Investigation Complete

Figure 29 Gatekeeper Default workload

A user can also save a *Custom Workload View* by *Sorting/Filtering/Hiding* any fields and clicking the save button on the Default Workload toolbar, initiating the following prompt:

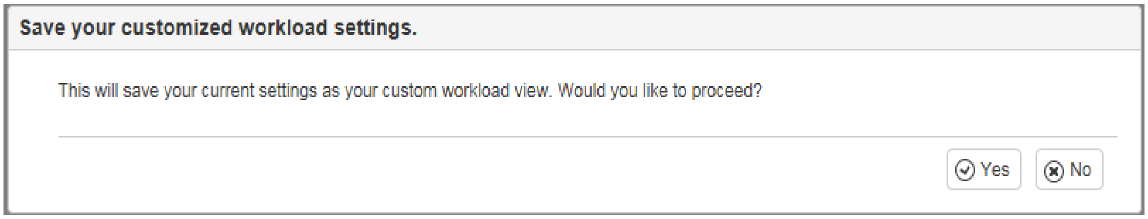


Figure 30 Custom Settings pop-up

After *Yes* is clicked the users *Custom Workload* will be saved,

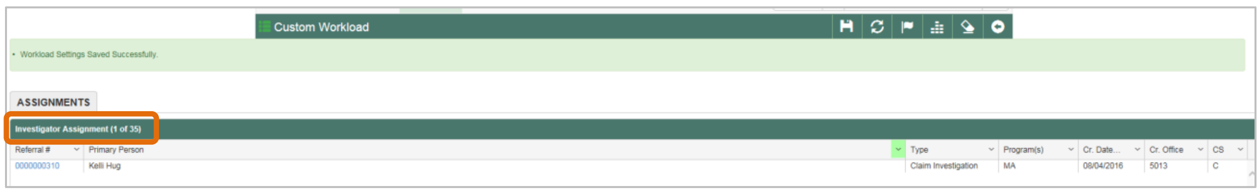


Figure 31Custom Workload view

***Notice that the Referral Count on the Custom Workload displays viewable referrals out of the total referrals for the workload section.*

The *Custom Workload* remains the primary workload once saved; Users can *toggle* between the *Custom Workload View* and the *Default Workload View* by clicking the  *Change* button. To clear the *Custom Workload View* users can click the  *Clear* button and select *Yes* on the prompt:

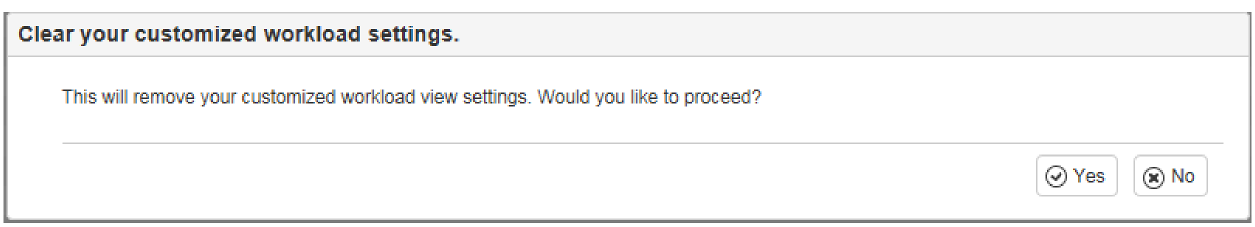


Figure 32 Customized Workload – Removal

6.2 Gatekeeper's Workload page (Internal, External, and DHS-OIG)

The Gatekeeper's workload page is divided into two sub-sections: Investigator Assignment and Post Investigation Claim/Fraud Assignment. The Investigator Assignment section displays referrals that require assignment to an Investigator or Claim/Overpayment Specialist for the referral investigation. Post Investigation Claim/Fraud Assignment displays all referrals that have a Referral Type of Agency Error Claim or referrals with a Referral Status of Investigation Complete or Post Investigation. These sections are sortable Grids. For more on sorting Grids see Sorting Grids.

Once a gatekeeper performs the required action for assignment of the referral, the referral will be removed from the Gatekeeper's Workload page until the gatekeeper is required to perform another action on that referral. Referrals that have a status of Investigation Complete or Post Investigation could remain on the Workload page until the appropriate Steps are taken.

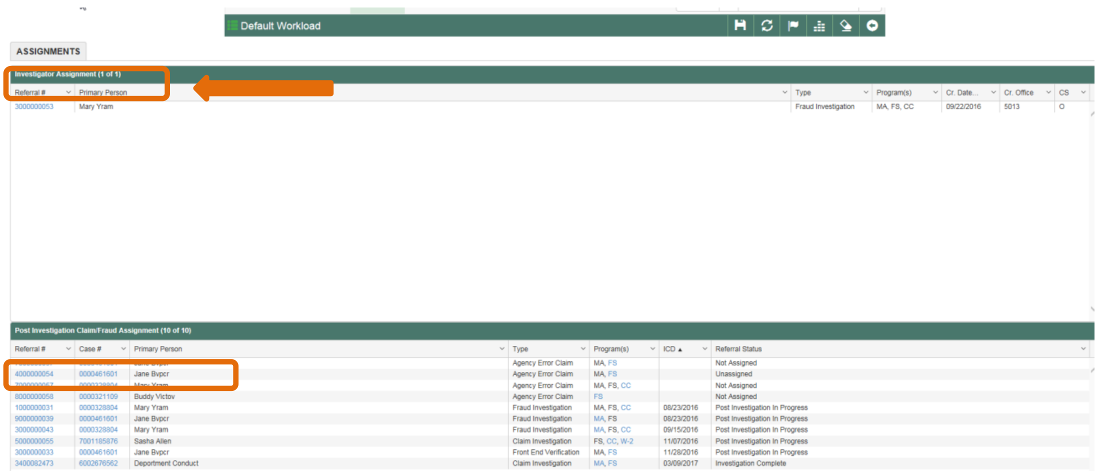


Figure 33 Gatekeeper's Workload Page

6.2.1 Investigator Assignments section

The Investigator Assignment subsection displays a list of referrals that require assignment to an investigator. The office and program of the referral displayed will match the office and program authorization held by the gatekeeper viewing the information. The referrals listed in this section may display on multiple gatekeepers' Workload pages.

The Gatekeeper's Workload page displays the following columns by default: Referral #, Primary Person, Type, Program(s), Cr. Date, and CS.

Other columns are available but hidden by default. These are the Case #, Cr. Office, Referral Status, Referral Source, and Inv. Reasons columns as shown in figure 31 below. To display these columns, see ***Hide/View Columns****.*

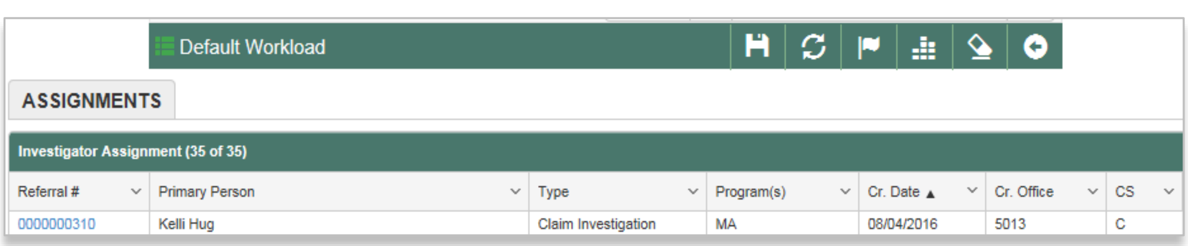


Figure 34 Gatekeeper's Workload Page - Default Investigators Assignment Section

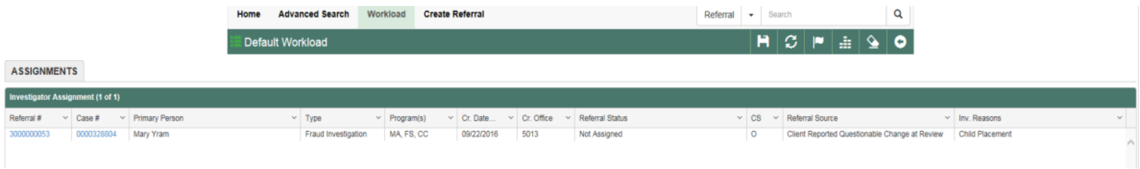


Figure 35 Gatekeeper's Workload Page - Expanded Investigator Assignment Section

Assignment – Investigator Assignment columns

1. Title and Total
   The header displays the Title of the subsection along with a viewed count and total number of referrals in the subsection.

2. Referral #
   The Referral # column displays the Referral number of the displayed record that requires assignment.

3. Case #
   The Case column is hidden by default. When the column is viewed, the Case number associated with the Referral that is displayed.

4. Primary Person
   The Primary Person column displays the primary person associated with the Case listed on the referral.

5. Type
   The Type column displays the Referral Type. The options are Fraud Investigation, Claim Investigation, or Front End Verification (FEV).

6. Program(s)
   The Program(s) column displays all programs associated with the referral.

7. Cr. Date
   The Creation (Cr.) Date column is hidden by default. When viewed, this column displays the date the referral was created.

8. Cr. Office
   The Creation (Cr.) Office column is hidden by default. When viewed, this column displays the Creation Office. This is the office of the user that created the referral.

9. Referral Status
   The Referral Status column is hidden by default. When the column is viewed, the Referral Status displays the current status of the Referral. (Not Assigned and Unassigned statuses is displayed)

10. Case Status (CS)
    The CS column displays the Case Status of the case associated with the referral. This is a static field with the following options: Open (O), Pending (P), or Closed (C).

11. Referral Source
    The Referral Source column is hidden by default. When viewed, this column will display the Referral Source chosen by the user.

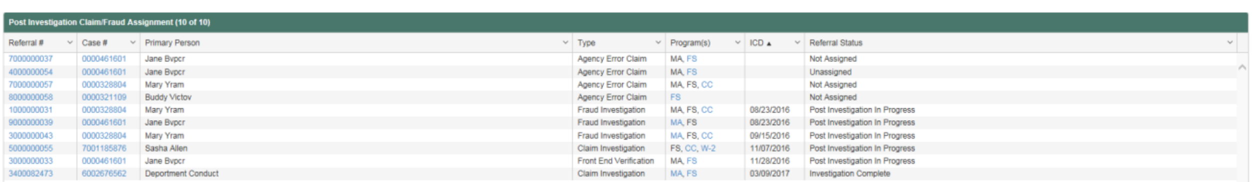
12. Inv. Reasons
    The Investigation (Inv.) Reason column is hidden by default. When viewed, this column displays the Investigation Reasons chosen by the user who created the referral. Multiple Investigation Reasons can be displayed in this view.

13. County of Residence
    The County of Residence column is hidden by default. When viewed, this column will display the two digit code. This information is prepopulated from the referral detail page.

14. (Reminder) Flag
    The Reminder column is hidden by default. When viewed, this column will display an indicator if a reminder has been added to the referral. The indicator will also display the color selection on the reminder.

6.2.2 Post Investigation Assignment section

The Post Investigation subsection of the Gatekeepers workload page displays referrals associated with the office and program of the gatekeeper viewing the page. Referrals with a Type of Agency Error Claim, Claim Investigation, Fraud Investigation, or Front End Verification may be displayed. In order to be displayed in this subsection, the referrals must have a status of Unassigned or Not Assigned for Agency Error Claim referral Type and Post Investigation in Progress, or Investigation Complete for all other referral Types. All Referrals displayed in this section require additional work in the program areas listed as hyperlinks in the Program(s) column.


Post Investigation Claim/Fraud Assignment (10 of 10)

Referral #	Case #	Primary Person	Type	Program(s)	ICD ▲	Referral Status
7000000037	0000461601	Jane Bvpcr	Agency Error Claim	MA, FS		Not Assigned
4000000054	0000461601	Jane Bvpcr	Agency Error Claim	MA, FS		Unassigned
7000000057	0000328804	Mary Yram	Agency Error Claim	MA, FS, CC		Not Assigned
8000000058	0000321109	Buddy Victov	Agency Error Claim	FS		Not Assigned
1000000031	0000328804	Mary Yram	Fraud Investigation	MA, FS, CC	08/23/2016	Post Investigation In Progress
9000000039	0000461601	Jane Bvpcr	Fraud Investigation	MA, FS	08/23/2016	Post Investigation In Progress
3000000043	0000328804	Mary Yram	Fraud Investigation	MA, FS, CC	09/15/2016	Post Investigation In Progress
5000000055	7001185876	Sasha Allen	Claim Investigation	FS, CC, W-2	11/07/2016	Post Investigation In Progress
3000000033	0000461601	Jane Bvpcr	Front End Verification	MA, FS	11/28/2016	Post Investigation In Progress
3400082473	6002676562	Deportment Conduct	Claim Investigation	MA, FS	03/09/2017	Investigation Complete

Figure 36 Gatekeeper’s Workload Page - Post Investigation Claim/Fraud Assignment Section

Assignment – Post investigation Claim/Fraud Assignment columns

1. Title and Count
   The header displays the title of the subsection along with a viewed count and total number of referrals in the subsection.

2. Referral #
   The Referral # column displays the Referral number of the displayed record that requires assignment.

3. Case #
   The Case # column displays the Case number associated with the Referral number that is displayed.

4. Primary person
   The Primary Person column displays the primary person associated with the Case (from CWW) listed on the referral.

5. Type
   The Type column displays the Referral Type. The types that are displayed in this column are Agency Error Claim, Claim Investigation, Fraud Investigation, and Front End Verification.

6. Program(s)
   The Program(s) column displays all programs associated with the referral. Programs with hyperlinks still require action.

7. Investigation Closed Date (ICD)
   The ICD column displays the date that was entered as the completion date for the referral.

8. Referral Status
   The Referral Status column displays the current status of the referral.

9. County of Residence
   The County of Residence column is hidden by default. When viewed, this column will display the two digit code. This information is prepopulated from the referral detail page.

10. (Reminder) Flag
    The Reminder column is hidden by default. When viewed, this column will display an indicator if a reminder has been added to the referral. The indicator will also display the color selection on the reminder

6.3 DHS-OIG Queue Master Workload page

The Workload page of the DHS-OIG Queue Master is the same as the Workload page of a gatekeeper except for the two subsections headers. The Gatekeeper’s “Investigation Assignment” subsection is the same as the queue master’s “Unit Assignment” subsection. The Gatekeeper’s “Post Investigation Claim/Fraud Assignment” subsection is the same as the Queue Master’s “Post Investigation Unit Assignment” subsection.

The Queue Masters Workload page will display all referrals that have the Investigation Type and/or Assignment Type set to DHS-OIG. The referrals in the Queue Masters Workload can only be assigned to a DHS-OIG Unit (i.e. Paris, Investigations, and Trafficking) or transferred back to an internal gatekeeper. For a complete list of fields and a definition please see the Gatekeepers Workload. These subsections are sortable. For more information on sorting Grids see Sorting Grids.

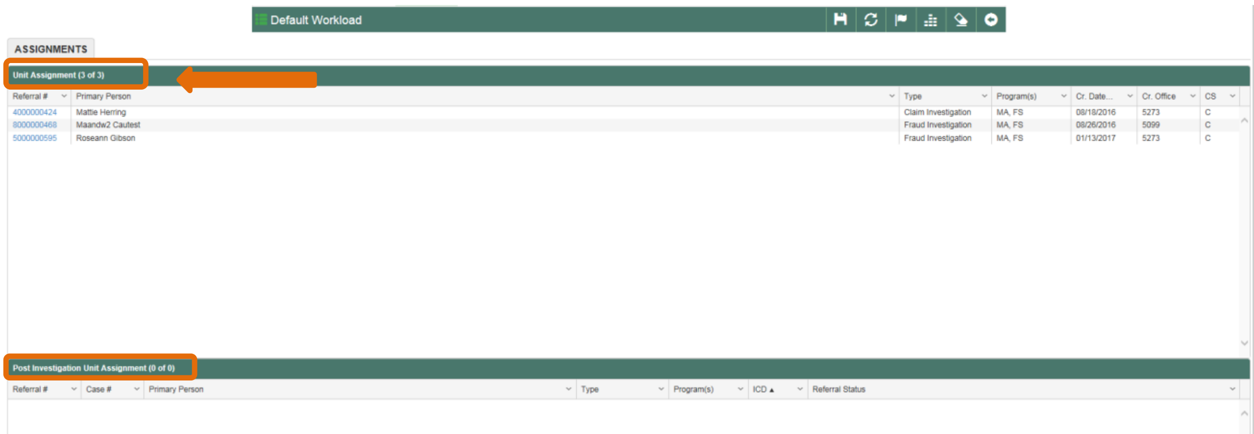


Figure 37 DHS OIG Queue Master’s Workload Page

7. BRITS Workload Page for Internal, External and DHS-OIG Investigators & State Limited users

This Workload page allows a user with an Investigator, Claims/Overpayment Specialist, and State Limited role the ability to view all referrals that have been assigned to them. These referrals only display on the assigned user's workload. The workload for an investigator is divided into two sections: Investigations and Post Investigations. For more on sorting Grids see Sorting Grids.

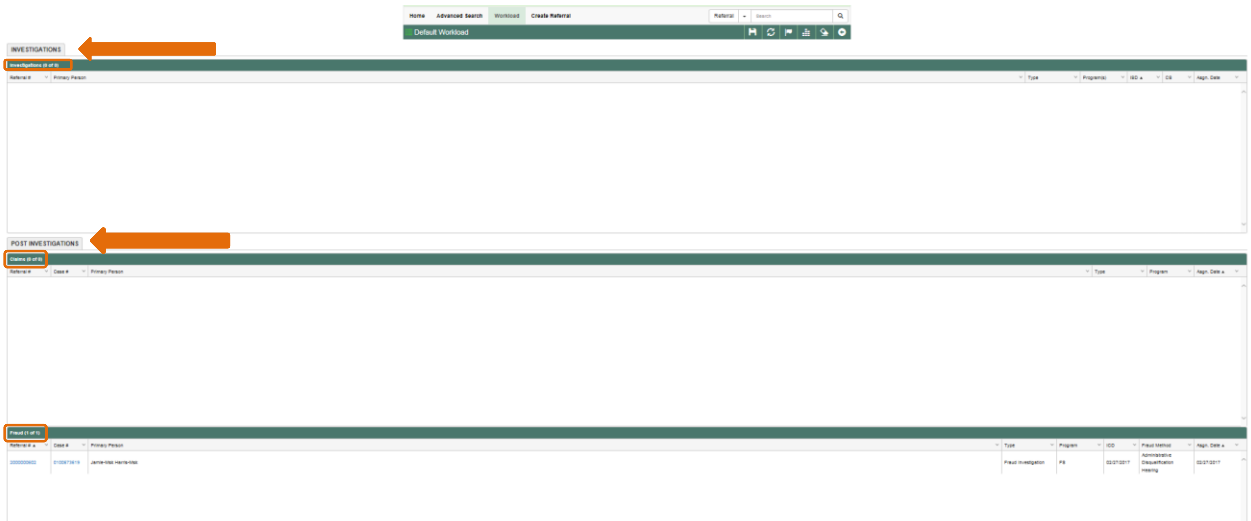


Figure 38 Investigator/State Limited User's Workload Page

Important Note: *Customized workloads will have to be reapplied to include any newly released columns.*

7.1 Investigations section

The Investigation subsection displays the referrals currently assigned to the investigator. The Investigators Investigation section of the Workload page displays the Referral #, Primary Person, Type, Program(s), Investigation Start Date (ISD), Case Status (CS) and Assigned Date (Asgn. Date) for more on sorting Grids see Sorting Grids.

Note: Other columns are available but hidden by default. These are the Case #, Investigation Program Area (IPA), Referral Status, and the Referral Source columns as shown in the second figure below. To display these columns, see Hide/View Columns

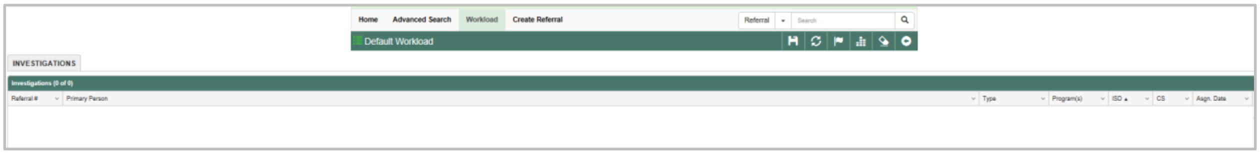


Figure 39 Investigator/State Limited User’s Workload Page - Default Investigations Section

Figure 40 Investigator/State Limited User’s Workload Page - Expanded Investigation Section

Investigations – Investigator columns

1. Title and Count

   The header displays the title of the subsection along with a viewed count and total number of referrals in the subsection.

   1. Referral #

      The Referral # column displays all the Referral number that the user has been assigned.

   2. Case #

      The Case # column is hidden by default. When the column is viewed, the Case number associated with the Referral is displayed.

   3. Primary Person

      The Primary Person column displays the primary person associated with the Case (in CWW) listed on the referral.

   4. Type

      The Type column displays the Referral Type. The types that are displayed in this column Claim Investigation, Fraud Investigation, and Front End Verification.

   5. Programs(s)

      The Program(s) column displays all valid programs associated with the referral.

   6. Internal Assignment Filter (IAF)

      The IAF column is hidden by default. When the column is viewed, the Internal Assignment Filter associated with the referral is displayed.

   7. Investigation Start Date (ISD)

      The ISD column displayed the Investigation Start Date.

   8. Referral Status

      The Referral Status column is hidden by default. When the column is viewed, the Referral Status the current status of the Referral is displayed.

9. Case Status (CS)
   The CS column displays the Case Status of the case associated with the referral. This is a static field with the following options: Open (O), Pending (P), or Closed (C).

10. Referral Source
    The Referral Source column is hidden by default. When viewed, this column displays Referral Source chosen by the user that created the referral.

11. Asgn. Date
    The Assignment Date (Asgn. Date) column displays the date the referral was first assigned to the Investigator or Claim/Overpayment Specialist by the Gatekeeper or DHS-OIG Queue Master.

12. County of Residence
    The County of Residence column is hidden by default. When viewed, this column will display the two digit code. This information is prepopulated from the referral detail page.

13. (Reminder) Flag
    The Reminder column is hidden by default. When viewed, this column will display an indicator if a reminder has been added to the referral. The indicator will also display the color selected on the reminder.

7.2 Post Investigations section

The Post Investigation section is divided into two subsections: Claims and Fraud. When an investigator is assigned a referral for Post Investigation, the referral record will display in the appropriate section. The same referral could display in both the Claim subsection and the Fraud subsection if the investigator was assigned both Post Investigation subsections. The same referral could be displayed multiple times in each section if the user has been assigned a referral with multiple programs. The Post Investigation subsections are sortable. For more on sorting Grids see Sorting Grids.

Figure 41 Investigator's Workload Page - Post Investigation Section

7.2.1 Claims subsection

Once the Gatekeeper or Queue Master has determined that a claim is needed for a referral, the referral is assigned for the claim(s) to be completed. This subsection displays all referrals that the user has been assigned. Each referral remains in the user's Claims subsection until Post Investigation has been completed for the program listed on the referral. A referral with multiple programs could be displayed multiple times.

All Agency Error Claim referrals assigned to the user will display in the Claims subsection of the Post Investigations section. This subsection is sortable. For more on sorting Grids see Sorting Grids.

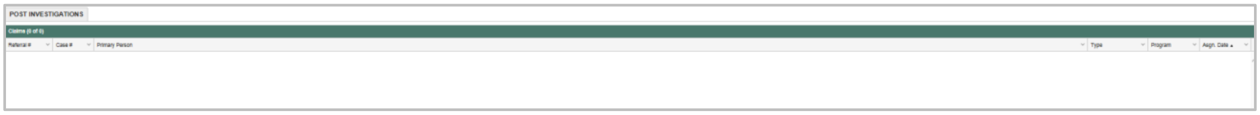


Figure 42 Investigator's Workload Page – Post Investigation Claims Sub-section

Post Investigations - Claims columns

1. Title and Count

   The header displays the title of the subsection along with a viewed count and total number of referrals in the subsection.

   1. Referral #
      The Referral # column displays the Referral number of the displayed record that requires assignment.

   2. Case #
      The Case # column is hidden by default. When the column is viewed, the Case number associated with the Referral is displayed.

   3. Primary Person
      The Primary Person column displays the primary person associated with the Case listed on the referral.

   4. Type
      The Type column displays the Referral Type. The types that are displayed in this column are Claim Investigation, Fraud Investigation, and Front End Verification,

   5. Program
      The Program column displays the program associated with this referral. Only one program is displayed on a record, so a referral that needs claims on multiple programs could be displayed more than once.

   6. Asgn. Date
      The Assignment Date (Asgn. Date) column displays the date the referral was first assigned to the investigator or claim/overpayment specialist by the gatekeeper or DHS-OIG queue master.

   7. County of Residence

The County of Residence column is hidden by default. When viewed, this column will display the two digit code. This information is prepopulated from the referral detail page.

8. (Reminder) Flag
   The Reminder column is hidden by default. When viewed, this column will display an indicator if a reminder has been added to the referral. The indicator will also display the color selected on the reminder.

7.2.2 Fraud subsection

All Fraud Determination referrals assigned to the user will display in this subsection until the Post Investigation for the program on the referral is complete. A referral with multiple programs could be displayed multiple times. This subsection is sortable. For more on sorting Grids see Sorting Grids.

Figure 43 Investigator's Workload Page - Post Investigation Fraud Sub-section

Post Investigations - Fraud columns

1. Title and Count
   The header displays the title of the subsection along with a viewed count and total number of referrals in the subsection.

1. Referral #
   The Referral # column displays the Referral number of the record that has been assigned to the user.

2. Case #
   The Case # column displays the Case number associated with the Referral and is displayed as a hyperlink to the Case Detail Page.

3. Primary Person
   The Primary Person column displays the primary person associated with the Case listed on the referral.

4. Type
   The Type column displays the Referral Type. The types that are displayed in this column are Agency Error Claim, Claim Investigation, Fraud Investigation, and Front End Verification.

5. Program
   The Program column displays the program associated with this referral. Only one program is displayed on a record, so a referral that needs fraud investigation on multiple programs could be displayed more than once.

6. ICD
   The Investigation Complete Date (ICD) column displays the date the Investigation Complete checkbox was selected and the investigation was closed.

7. Fraud Method
   The Fraud Method column displays the methods used for fraud determination. These include Citation, District Attorney, Administrative Disqualification Hearing (ADH), and Application Program Policy (APP).

8. Asgn. Date
   The Assignment Date (Asgn. Date) column displays the date the referral was first assigned to the investigator for a fraud investigation by the gatekeeper or DHS-OIG queue master.

9. County of Residence
   The County of Residence column is hidden by default. When viewed, this column will display the two digit code. This information is prepopulated from the referral detail page.

10. Reminder Flag
    The Reminder column is hidden by default. When viewed, this column will display an indicator if a reminder has been added to the referral. The indicator will also display the color selected on the reminder.

8. BRITS Workload Page - Multiple Roles

8.1 Gatekeeper and Investigator (Internal, External and DHS-OIG)

The multiple role Workload page will display the Gatekeeper's Workload first (Assignment section–Investigator Assignment subsection and Post Investigation Claim/Fraud Assignment subsection). The Investigator's Workload page, which includes the Investigations section and the Post Investigations section (Claims subsection and Fraud subsection) displays next. These Workload pages are sortable. For more on sorting Grids see Sorting Grids.

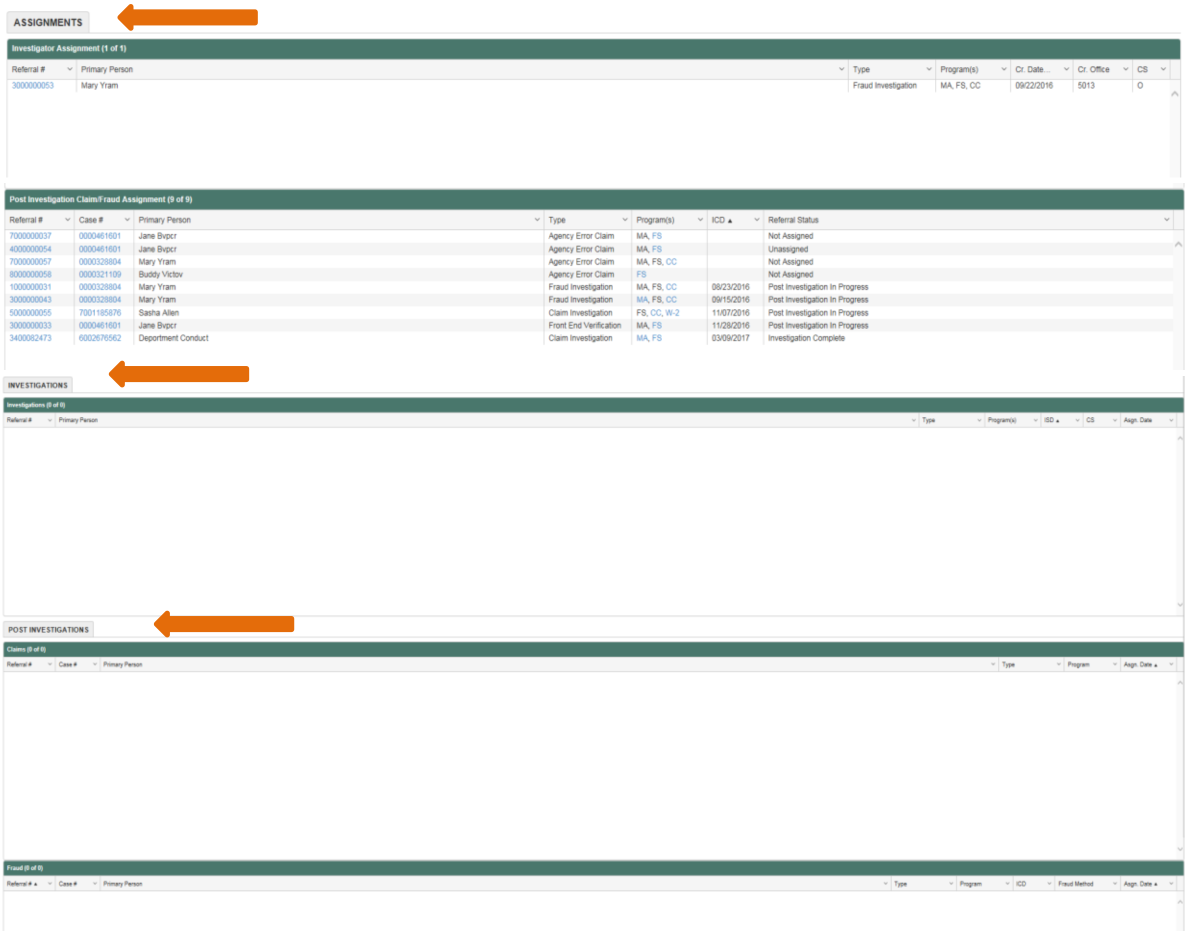


Figure 44 Gatekeeper/Investigator Dual Role Workload Page

8.2 DHS -QIG Queue Master and DHS-OIG Gatekeeper

The multiple role Workload page for a DHS-OIG queue master and unit gatekeeper will display the DHS-OIG Queue Master Workload combined with the DHS - OIG unit gatekeeper workload. The workload page will display the Assignment section with the following subsections: Unit assignment subsection, Investigation Assignment subsection, Post Investigation Unit Assignment and Post Investigation Fraud/Claim Assignment subsection all under the Assignment section.
(Assignment – Investigator Assignment subsection and Post Investigation Claim/Fraud assignment subsection.) After the Investigator's workload page will display (Investigation subsection and Post Investigation Claims and Fraud subsections.) These Workload pages are sortable. For more on sorting Grids see Sorting Grids.

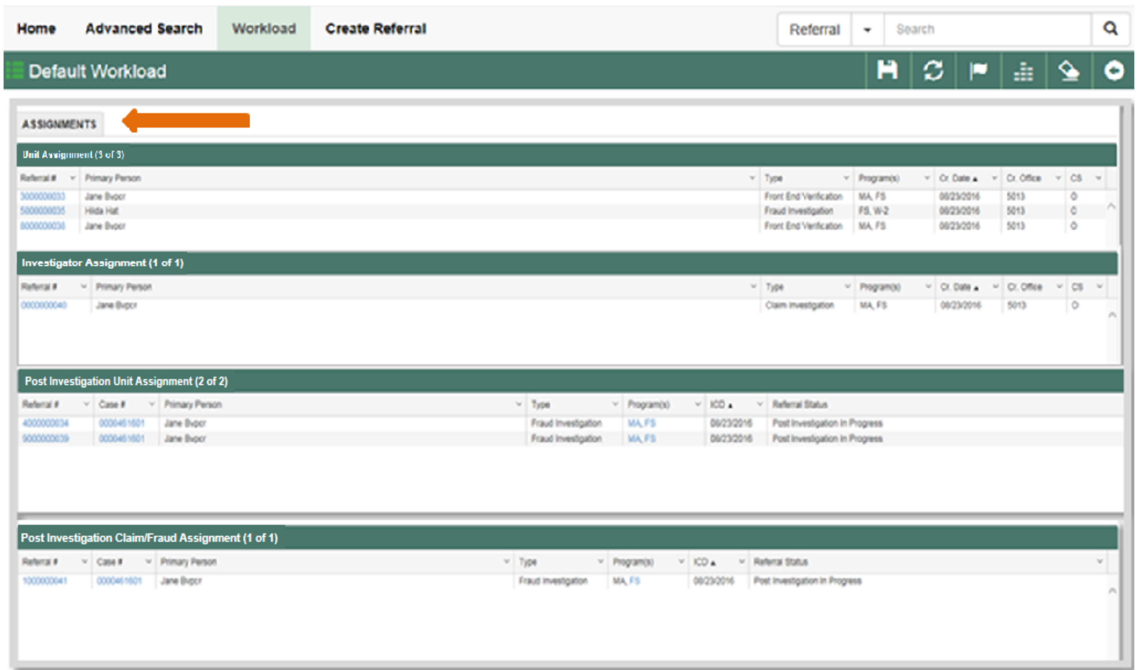


Figure 45 DHS OIG Queue Master and Unit Gatekeeper's Workload Page

8.3 DHS-OIG Queue Master, DHS-OIG Gatekeeper and DHS-OIG Investigator

The triple role workload page will display the Combined Assignment sections first. (The page starts with the Queue Masters Unit Assignment section leading to the DHS-OIG Unit Gatekeepers Investigator Assignment section. The Post Investigation Unit Assignment for the Queue master then displays followed by the Post Investigation Fraud/Claim Assignment section for the DHS-OIG Unit Gatekeeper. The Investigator's workload sections are listed next (Investigations and Post Investigations). All of these sections and subsections are sortable. For more on sorting Grids see Sorting Grids.

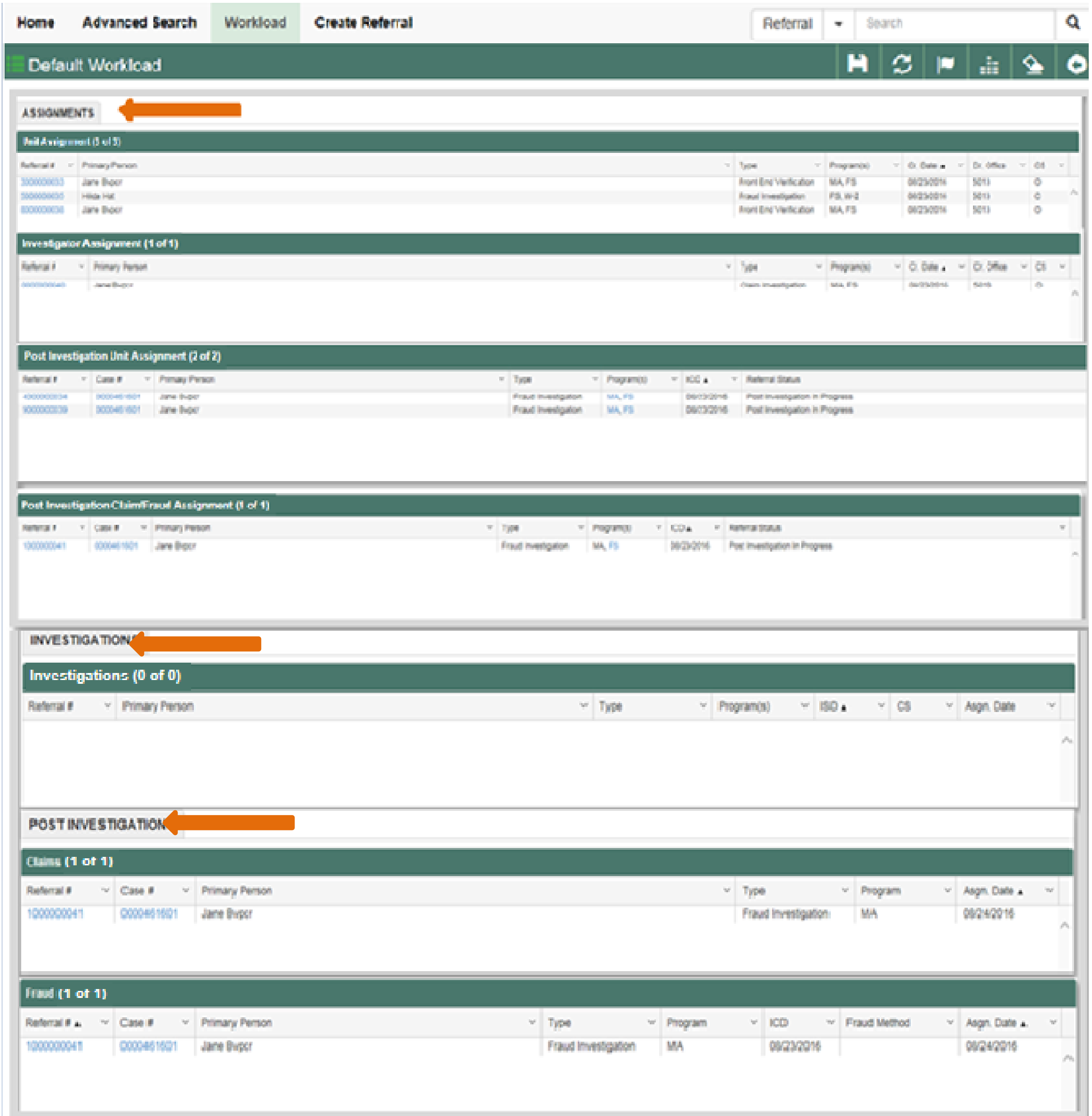


Figure 46 DHS OIG Queue Master, Unit Investigator and Unit Gatekeeper's Workload Page

9. Referral Detail Page

The Referral Detail Page is used to create, store, display, assign and enter information from the investigation and post investigation activities.

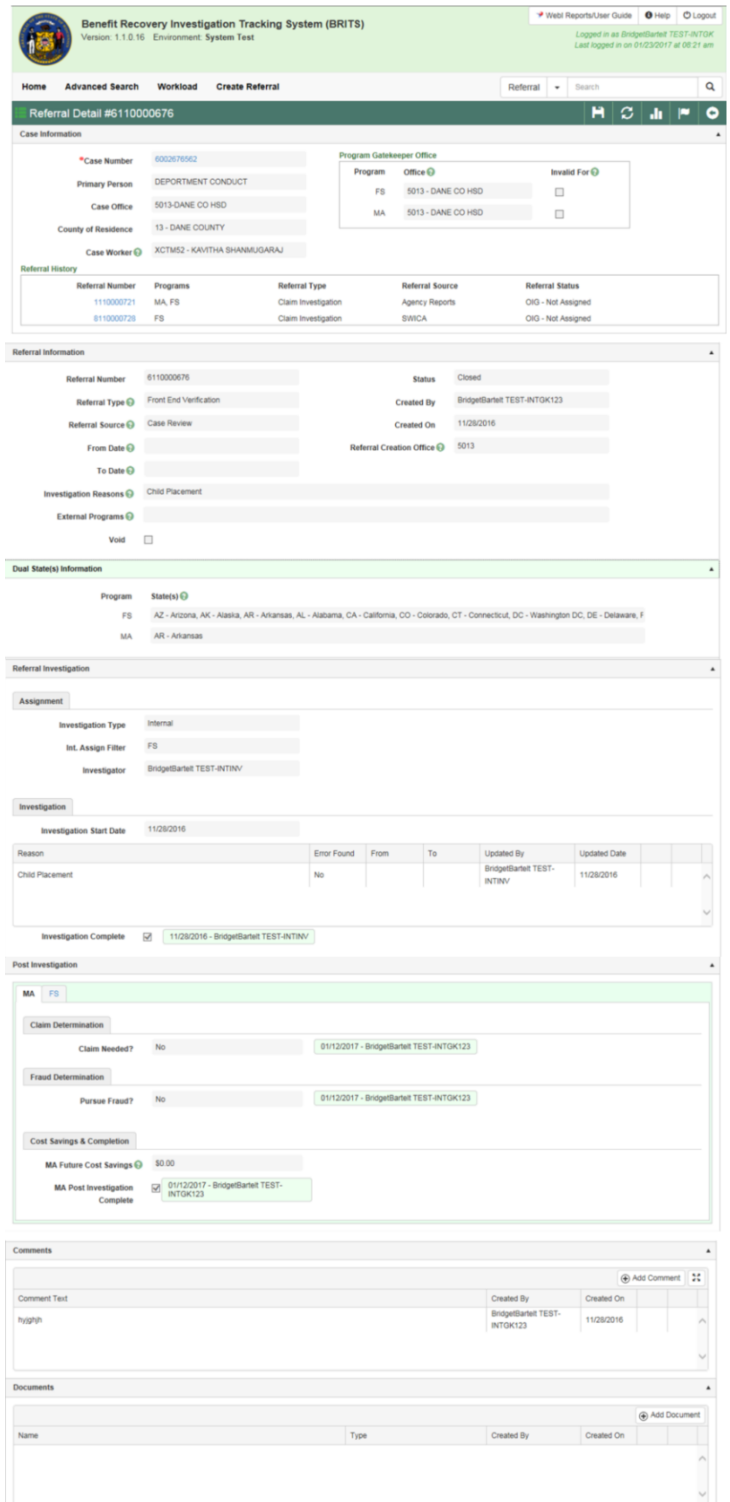


Figure 47 Referral Detail Page

9.1 Overview

9.1.1 Migrated BVIR Referral Banner

When a referral has been migrated from the CARES/CWW into BRITS, a blue banner stating Migrated Referral is displayed.

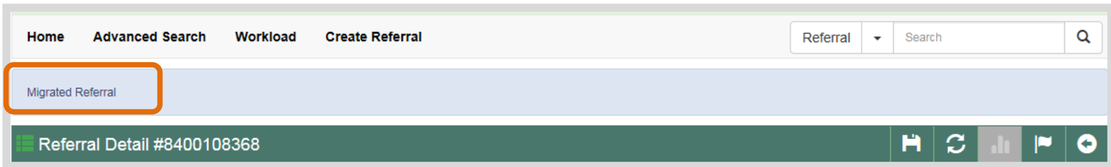


Figure 48 Migrated Referral Banner

9.1.2 Confidential Case Banner

When a valid case number is entered into BRITS, but the case is marked confidential in CARES/CWW, the BRITS Referral Detail Page will display a red informational message stating that the case is marked as Confidential. If no confidential case message appears, the case is not marked as confidential in CARES/CWW.

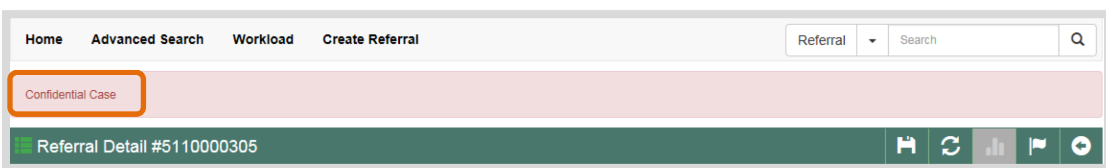


Figure 49 Confidential Referral Banner

9.2 Case Information Section

The Case Information sections contain relevant information about the case. There are 3 subsections displayed in this area: Case Information, Program Gatekeeper Office and Referral History.

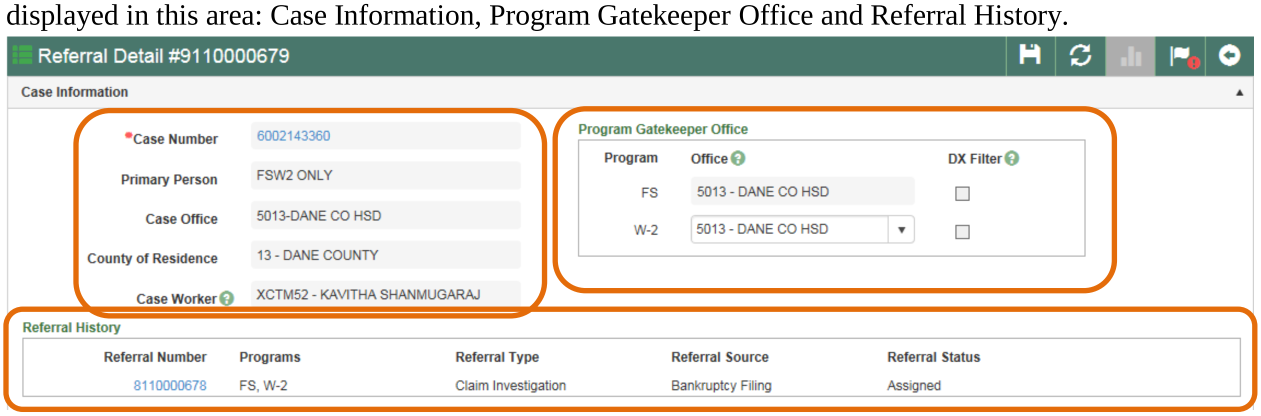


Figure 50 Referral Detail - Case Information Section

9.2.1 Case Information Section

The Case Information subsection displays information that has been pulled directly from CARES/CWW.

Case Information fields

1. Case Number
   The case number is entered during the referral creation process and becomes a read-only field once the referral is created. The Case number is a required field for creating a referral.

2. Primary Person
   The Primary Person field displays the name of the primary person associated with the case number. This information is automatically prepopulated from CARES/CWW when the case number is entered.

3. Case Office
   The Case Office field displays the current office in which the case resides. This information is automatically prepopulated from CARES/CWW when the case number is entered.

4. County of Residence
   The County of Residence field will auto-populate and display the primary person's county of residence as a two digit code and county description. For migrated referrals, the field displays a value of zero. This information is automatically prepopulated from CARES/CWW when the case number is entered.

5. Case Worker
   The Case Worker field is auto-populated by BRITS and shows the original case worker's name and ID number. For migrated referrals, the field displays the term 'Pre-BRITS.'

9.2.2 Program Gatekeeper Office Grid

The Program Gatekeepers Office grid provides a list of valid programs associated with the case. A user will enter an office for each program from the list provided. If an office is not aligned with a gatekeeper or not associated with a program area, it will not display in the drop down list.

9.2.2.1 Standard referrals and Agency Error Claim referrals

The Program Gatekeeper Office field provides a list of program areas that are available for the referral. Program availability is determined by whether or not an individual has been eligible for that particular program within the last 6 years.

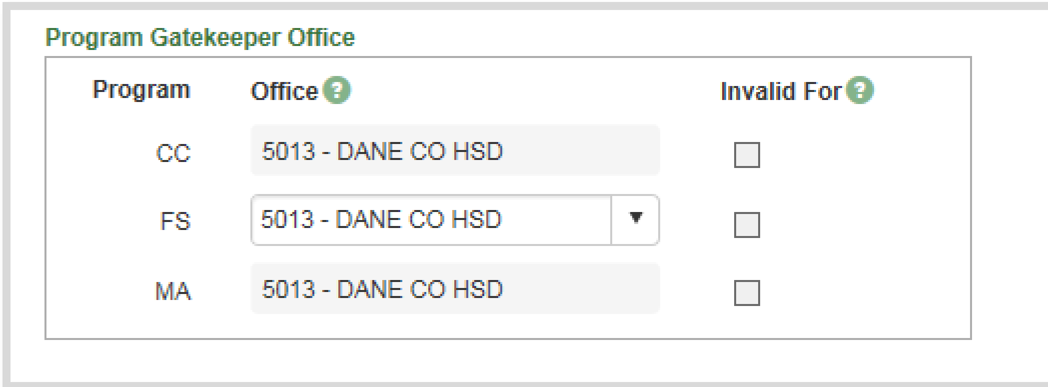


Figure 51 Referral Detail Standard Referral Program Gatekeeper Office subsection

Program Gatekeepers Office fields

1. Program
   The Program field will display a list of programs that have been active on the case in the past 6 years. This information is automatically prepopulated from CARES/CWW when the case number is entered.

2. Office
   The Office field displays the office number and description for the selected office. At least one office must be entered to save a referral.

3. Invalid For
   The Invalid For field displays a checkbox on standard referrals after the Office field has been populated by the user. When the box is checked that indicates that the referral is not valid for the checked program, and does not require any action by that program or the referral is irrelevant for that program. This field is only enabled for users with a Gatekeeper role.

9.2.2.2 Data Exchange (DX) and Additional Front End Verification (FEV) referrals

The Program Gatekeeper Office field provides a list of program areas that are available for the referral.

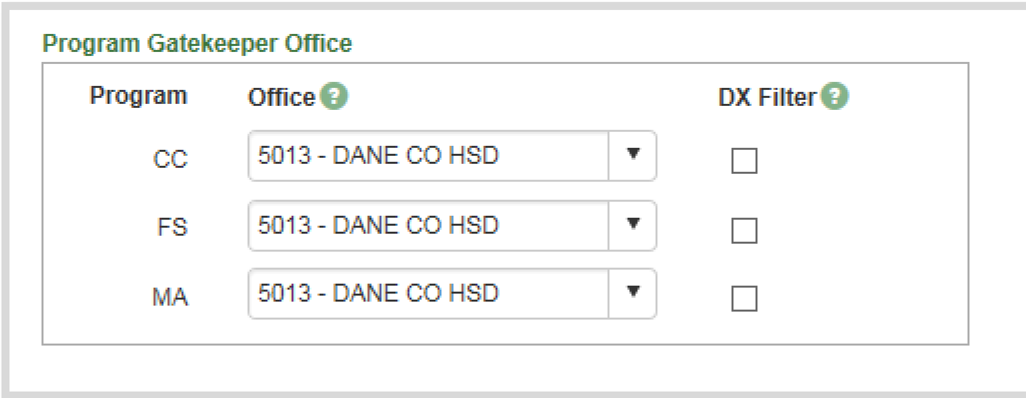


Figure 52 Referral Detail – DX and Additional FEV Referral Program Gatekeeper Office subsection

Program Gatekeepers Office fields

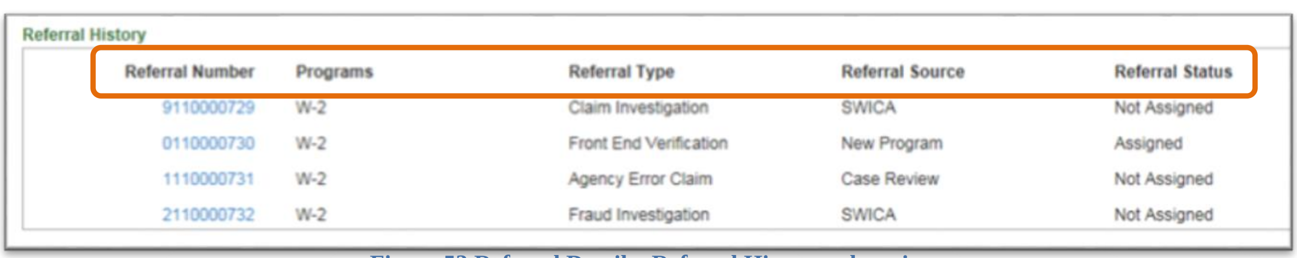
1. Program
   The Program field will display a list of programs that have been active in the past 6 years for that case in CWW.

2. Office
   The Office field displays the office number and description of that office. This field must be entered by the user following their agency's procedure. At least one office must be entered to save the referral.

3. Date Exchange (DX) Filter/Front End Verification (FEV) Filter
   The Data Exchange (DX) Filter/Additional Front End Verification (FEV) Filter field displays a checkbox on a Data Exchange or Front End Verification referrals after the Office field has been populated by the user. When the box is checked that indicates that the referral is **not** valid for that program.

9.2.3 Referral History

The Referral History subsection displays all referrals associated with the case number entered.



Referral History

Referral Number	Programs	Referral Type	Referral Source	Referral Status
9110000729	W-2	Claim Investigation	SWICA	Not Assigned
0110000730	W-2	Front End Verification	New Program	Assigned
1110000731	W-2	Agency Error Claim	Case Review	Not Assigned
2110000732	W-2	Fraud Investigation	SWICA	Not Assigned

Figure 53 Referral Detail – Referral History subsection

Referral History fields

1. Referral Number

The Referral Number column displays all of the referral numbers attached to the case, regardless of referral status.

2. Programs
   The Programs column displays the valid program areas listed on each referral.

3. Referral Type
   The Referral Type column displays the referral type for each referral listed. Referral types are Front End Verification (FEV), Claim Investigation, Fraud Investigation, or Agency Error Claim.

4. Referral Source
   The Referral Source displays the current selected source for the referral listed.

5. Referral Status
   The Referral Status column displays the current status of each referral listed. For a complete list of all Referral statuses, see Referral Statuses

9.3 Referral Information section

The referral information section will display a variety of information pertaining to the referral. Some of the information is auto-populated and some fields are completed by the user. The actual fields displayed will vary depending on the Referral Type and Referral Source combination.

9.3.1 Referral Type - Fraud Investigation, Claim Investigation or Front End Verification (FEV)

When the Referral Type is Fraud Investigation, Claim Investigation or Front End Verification (FEV) the following fields will display.

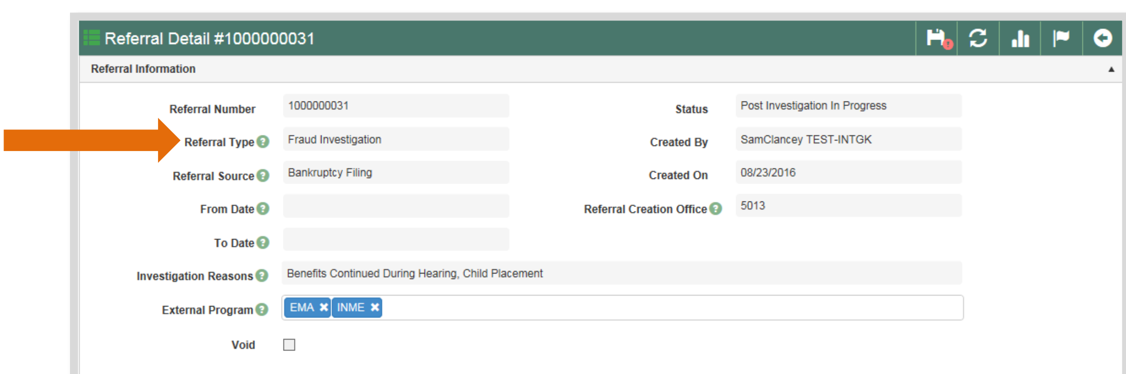


Figure 54 Referral Detail Page – Referral Information Section

Referral Information fields

1. Referral Number
   The Referral Number field is prepopulated in the Referral Information section.

2. Referral Type
   The Referral Type field displays the selected referral type. The field provides a drop down list available for selection. The user selects a type from the list. If a referral type is not chosen, the user will see a red information message, and the referral will not be saved.

3. Referral Source
   The Referral Source field displays the selected source. The field provides a drop down list of potential referral sources. For a complete list of all Referral Sources, see Referral Sources.

Some referrals in BRITS will display "Pre-BRITS" as the Referral Source. This field maybe changed depending on the status of the referral. Once changed, 'Pre-BRITS' will no longer be available for selection.

4. From Date
   The From Date field displays the start date of the suspected error on the case. This field must be entered by the user, either by using the keyboard or by clicking the calendar icon to the right of the box and choosing the correct date. This field is not required to create a referral.

5. To Date
   The To Date field displays the date the user estimates the error on the case ended. This field must be entered by the user, either by using the keyboard or by clicking the calendar icon to the right of the box and choosing the correct date. This field is not required to create a referral.

6. Investigation Reasons
   The Investigation Reasons field displays the user selected reasons for creating a referral. For Agency Error Referrals, the only Investigation Reason available is Agency Error. This field is required to create any referral, including those that do not involve fraud.

Some referrals in BRITS will display "Pre-BRITS" as the Investigation Reason. This field maybe changed depending on the status of the referral. Once changed, 'Pre-BRITS' will no longer be available for selection.

7. External Programs
   The [External Program] field provides a list of programs that do not have eligibility determined in CARES/CWW. The user may select multiple programs and can add or delete any of these external programs at any time. For a complete list of all External Programs, see External Program.

8. Void
   The Void field is a check box that allows the user the ability to void the referral if it was created in error. Only the user who created the referral can void it. To void the referral, the user enters a check mark into the Void box and saves the referral. This action deletes the referral from BRITS. No history of this referral is saved. For more information see Voiding.

9. Status
   The Status field displays the current status of the referral. For a complete list of statuses, see Referral Status.

10. Created By
   The Created By field is an auto-populated field that displays the name of the user who created the referral. For migrated referrals, the field displays the phrase ‘Pre-BRITS’ and cannot be updated.

11. Created On
   The Created On field is an auto-populated field that displays the date the referral was created.

12. Referral Creation Office
   The Referral Creation Office field displays the office number and description for the office where the referral was created. For migrated referrals, the field displays a zero.

9.3.2 Referral Type - Agency Error Claim

When the Referral Type is Agency Error Claim the following fields will display:

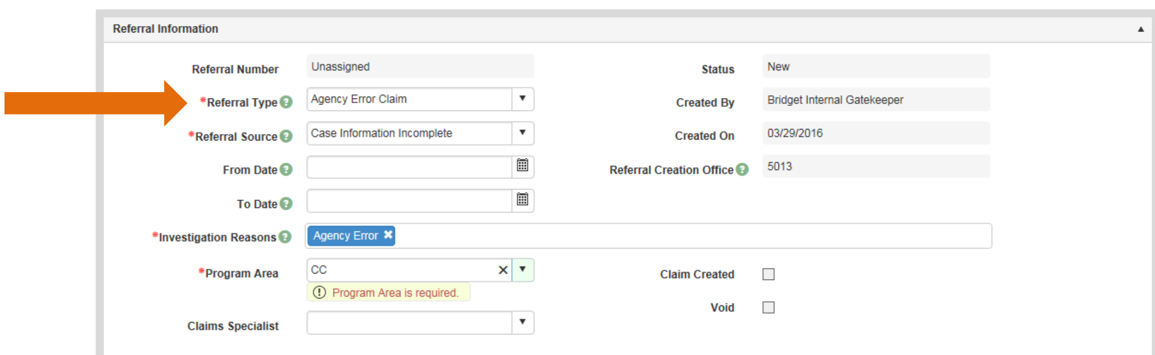


Figure 55 Referral Detail Page – Agency Error Referral Information section

Referral Information fields

1. Referral Number
   The Referral Number field is auto-generated from above.

2. Referral Type
   The Referral Type field is a drop down list of the types of referrals. The user is required to select a Referral Type in order to successfully create the referral. If a referral type is not chosen, the user will see a red information message, and the referral will not be saved.

3. Referral Source
   The Referral Source field is a drop down list of potential referral sources. The user is required to select a referral source to create the referral. If source is not selected, the user will see a red information message, and the referral will not be saved.

Some referrals in BRITS will display "Pre-BRITS" as the Referral Source. This field maybe changed depending on the status of the referral. Once changed, 'Pre-BRITS' will no longer be available for selection.

4. From Date
   The From Date field displays the start date of the suspected error on the case. This field must be entered by the user, either by using the keyboard or by clicking the calendar icon to the right of the box and choosing the correct date. This field is not required to create a referral.

5. To Date
   The To Date field displays the date the user estimates the error on the case ended. This field must be entered by the user, either by using the keyboard or by clicking the calendar icon to the right of the box and choosing the correct date. This field is not required to create a referral.

6. Investigation Reasons
   The Investigation Reasons field displays the user selected reasons for creating a referral. This field is a drop down selection listing all possible reasons for the investigation. The user may choose as many selections as are applicable to the referral. To choose an additional reason after choosing the first reason, the user should click to the right of the reason code already in the field. The drop down selection will reappear, allowing the user to choose another investigation reason. This field is required to create any referral, including those that do not involve fraud.

Agency Error Claim is only available in the list of investigation reasons when the Referral Type is set to Agency Error Claim.

7. Program Area
   Program Area field displays the selected program from a list of programs that are associated with the referral.

8. Claims Specialist(Internal Investigator)
   The Claims Specialist field displays the claims specialist assigned to establishing the claim for the referral.

9. Claim Created
   The Claim Created field is a check box for the claims specialist to check when an all claims have been created for the referral. When a user saves the referral, the system will check to ensure a claim exists for this referral.

10. Void
    The Void field is a check box option that allows the user to void a referral when a referral was created in error. To void the referral, the user enters a check mark into the Void box and saves the referral. This action deletes the referral from BRITS. No history of this referral is saved.

9.4 Dual States(s) Information

The Dual Issuance States section displays a list of valid programs and provides the users with the ability to enter any state(s) where the client has received or is receiving benefits during the same time period when they received benefits from WI.

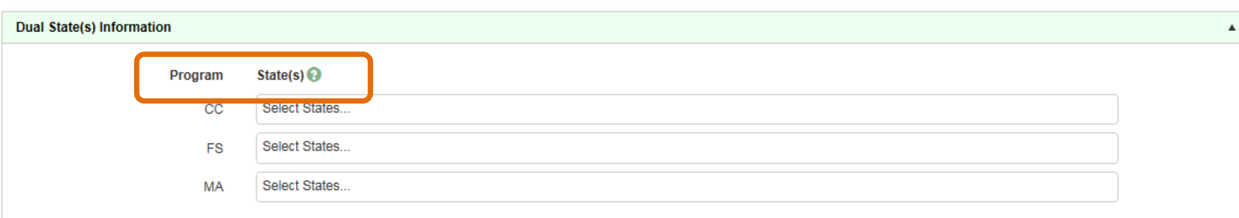


Figure 56 Dual State(s) Referral Detail page

Dual Issuance Information fields

1. Program
   The Program field displays all valid programs associated with the referral.

2. State(s)
   The State(s) field provides a drop-down list of all states. Multiple selections can be made for each state. For a list of states, see States.

Figure 57 Dual State(s) drop-down list

9.5 Referral Investigation Section

The Referral Investigation section displays related information about the investigation. This includes who the referral is assigned to, when the investigation started, the reasons for the investigations, findings, the user completing the investigation, and when the investigation was completed. The Investigation section is divided into two sub-sections: Assignment and Investigations. *Agency Error Claim referrals do not have a Referral Investigation section.*

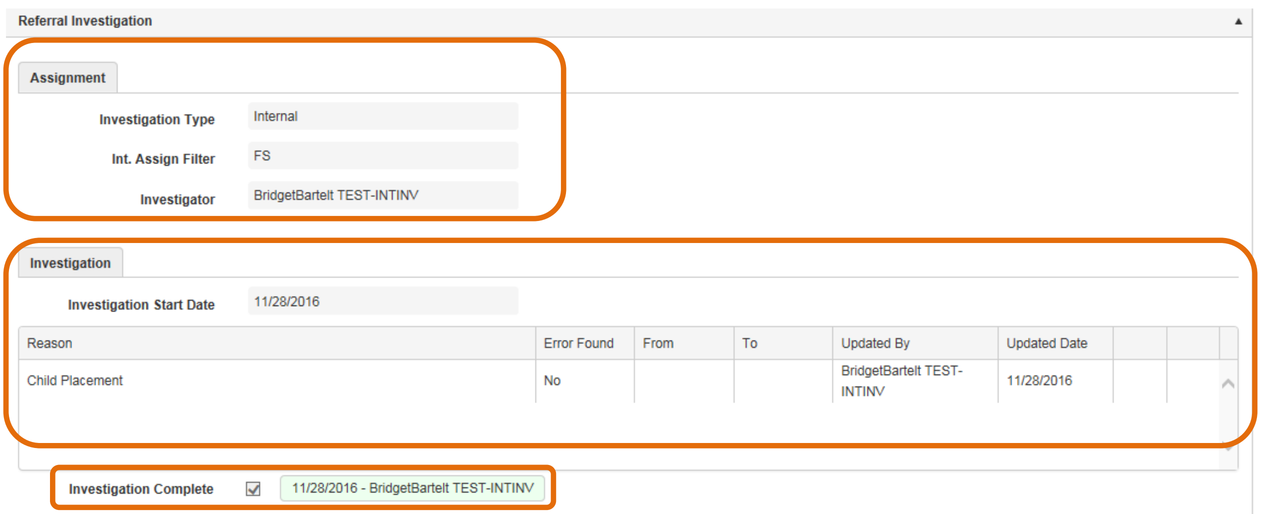


Figure 58 Referral Detail Page – Investigation Section – Internally Assigned

9.5.1 Assignment Sub-section

Assignment fields

1. Investigation Type
   The Investigation Type field will display the selected type: Internal, External, or DHS – OIG. (If logged in as a Help-Desk or State Limited User, PACU will be an option for selection.)

2. Int. Assignment Filter (Internal Assignment Filter or IAF)
   The Int. Assign Filter (IAF) field displays the program chosen from a list of all of the programs associated with the case. This field is required when the gatekeeper assigns a referral. By choosing one program for this field, the referral is better directed through the workflow. The program listed in this field determines on whose workload page the referral will display.

3. External Agency/OIG Unit
   The External Agency field is displayed when the Investigation Type is set to External. This field will provide a list of agencies available for selection and display a selected agency.

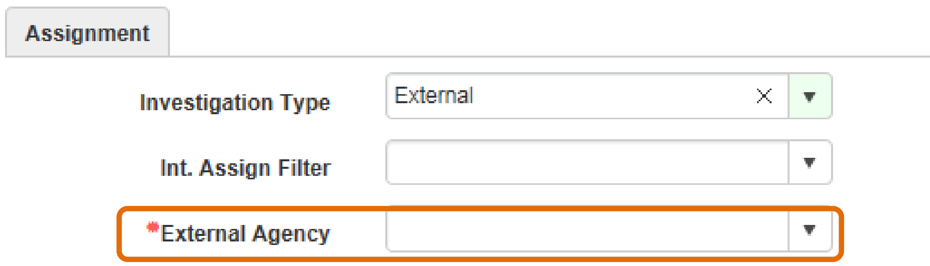


Figure 59 Referral Detail Page – Investigation Section – Externally Assigned

4. OIG Unit
   The OIG Unit field is only displayed when the Investigation Type is set to OIG. This field will display the selected OIG Units and provide a list of units available for selection.

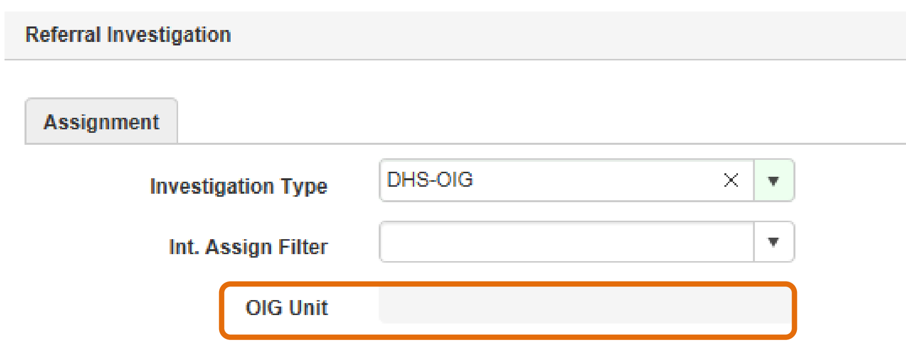


Figure 60 Referral Detail Page – Investigation Section – DHS-OIG Assigned

5. Investigator
   The Investigator field will display the assigned investigator or if unassigned, provide a list of investigators that are associated with the Gatekeeper office for the selected Internal Assign Filter.

9.5.2 Investigation sub-section

9.5.2.1 Investigation Start Date

The Investigation Start Date field displays the date the investigator selected when starting the investigation. The date range available for selection is from the referral creation date to the current date. Enter the date by either using the picker or adding the date in the following format DD/MM/YYYY.

9.5.2.2 Investigation/Reason Grid

Previously selected Investigation Reasons and further information gathered during the investigation are displayed here. This grid also allows additional reasons to be added.

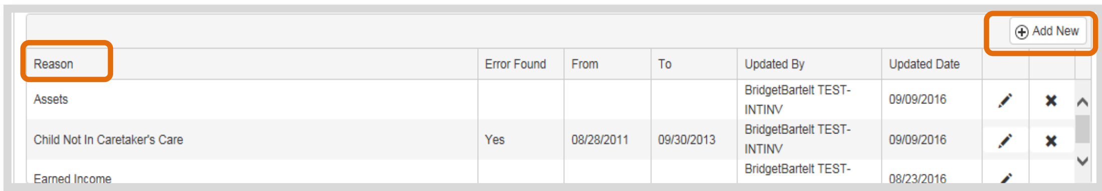


Figure 61 Referral Detail Page - Investigation Reason Grid

Investigation Reason columns

1. Reason
   The Reason column will display all investigation reasons selected for the referral. All Investigation Reasons that were selected during referral creation will automatically display here. Users can also add additional Reasons by clicking on the Add New button.

2. Error Found
   The Error Found column displays either a "Yes" or "No" after the user chooses the answer to whether the reason caused an error on the case. The user enters the Yes or No after clicking the pencil icon which opens the Error Found pop-up.

3. From
   The From field displays the user entered date the error period began.

4. To
   The To field displays the user entered date the error period ended

5. Updated By
   The Updated By field displays the name of the user who most recently updated the Investigation Reason.

6. Updated Date
   The Updated Date field displays the date when the Investigation Reason was most recently updated.

9.5.2.3 Investigation Complete section

The Investigation Completion section displays a checkbox for a user to mark the investigation as complete. Once an investigation is marked as complete, the section will display the investigation completion date and the first and last name of the user who marked the completion.

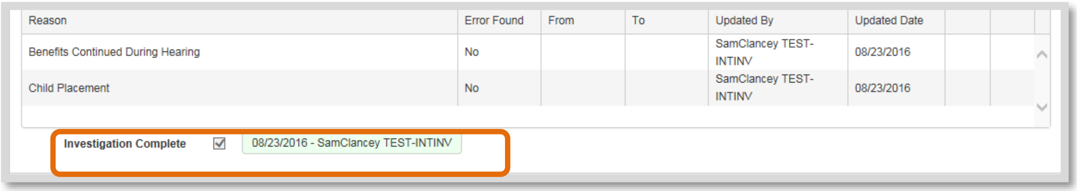


Figure 62 Referral Detail Page – Referral Investigation Section

9.6 Post Investigation

The Post Investigation section displays each program valid for the current referral. Each program has a separate Post Investigation section as indicated by the program name in the tab. Each section has three regions: Claim Determination, Fraud Determination, and Cost Savings & Completion. *Agency Error Claim referrals do not have a Post Investigation section.*

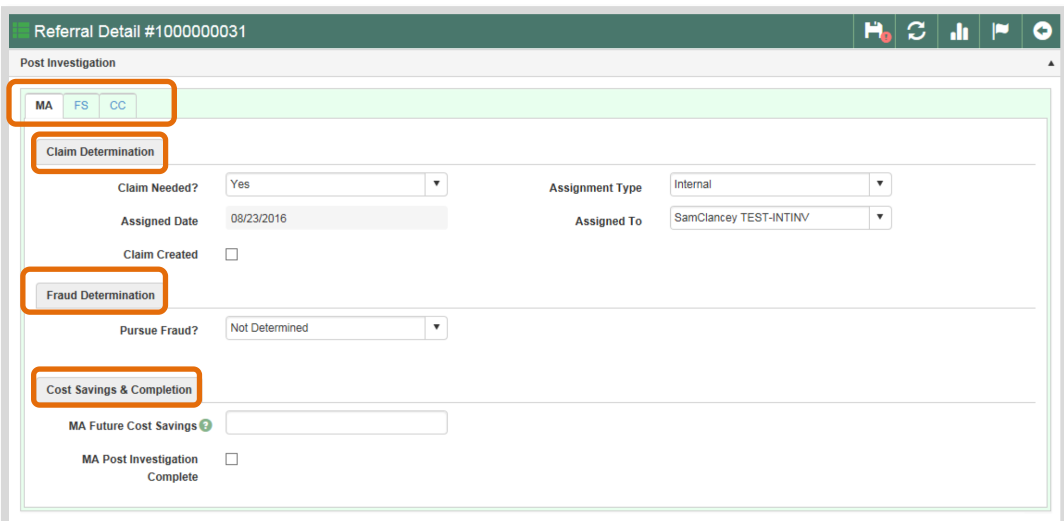


Figure 63 Referral Detail Page - Post Investigation Section

9.6.1 Claim Determination

The Claim Determination section allows a user the ability to assign the claim creation process, enter information regarding whether a claim is needed, when it was assigned and when the claim was created. The Claim Determination section will display a combination of fields depending on the program area selected.

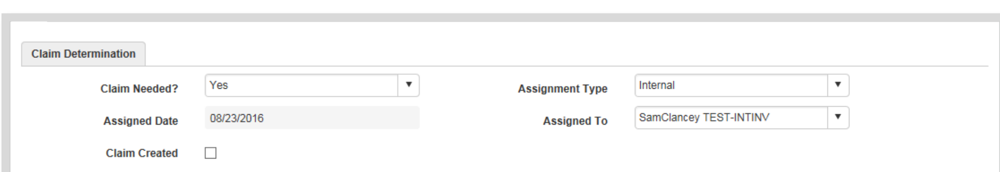


Figure 64 Referral Detail Page – Claim Determination

Claim Determination fields

1. Claim Needed
The *Claim Needed* field displays “Not Determined” until the user chooses “Yes” or “No” or “Program Invalid” for whether a claim is needed or not. The Program Post Investigation – Claim Determination cannot be completed unless a “Yes”, “No” or “Program Invalid” is selected. When *Claim Needed* is set to “Program Invalid”, the *Pursue Fraud* subsection will be automatically set to “Program Invalid”. Previously entered data will be cleared. The *Future Cost Savings* is set to zero and *Post Investigation Complete* is checked. If the Program is the selected IAF on the Referral, “Program Invalid” shall not be available.

> *As a best practice, if there is existing data in this tab, a worker should verify the correct Program tab and case/referral number prior to selecting Program Invalid.*

> IMPORTANT: Selecting “Program Invalid” for *Claim Needed* does not clear any Claims created in the BV subsystem. Always verify whether Claims have been established for the Referral Program prior to selecting “Program Invalid”

2. Date of Discovery
The Date of Discovery field displays the date chosen by the user according to the date of discovery as defined in the FoodShare Handbook 7.3.2.1. This field will only be visible under the FoodShare Post Investigation tab.

2. Assigned Date
The Assigned Date field will generate and display the date the claim was assigned.

3. Claim Created
The Claim Created checkbox only displays if the Claim needed field is set to yes. When the Claim Created checkbox is selected, BRITS will perform a validation with CARES mainframe to confirm that a claim was created.

4. Assignment Type
The Assignment Type field only displays when the Claim Needed field is set to yes. The user chooses an assignment type from the following list: Internal, External, PACU, and OIG.

5. External Agency/DHS-OIG Unit
The External Agency/ DHS-OIG field only displays when the Assignment Type is set to External or DHS – OIG. If the Assignment Type is External, the External Agency field displays. The user must choose the appropriate external agency from the dropdown. If the Assignment Type is DHS-OIG, the OIG Unit field displays for the user to choose PARIS, Investigations, or Trafficking from the drop down.

6. Assign To
   The Assign To field displays when the Claim Needed field is set to yes. The Assign To field provides a list of investigators available for selection, based on the investigation type, to complete the Claim Determination process.

9.6.2 Fraud Determination

The Fraud Determination section provides the user with the ability to select if Fraud should be pursued and by what method. If yes, the Fraud Method chosen determines what additional fields display in this section.

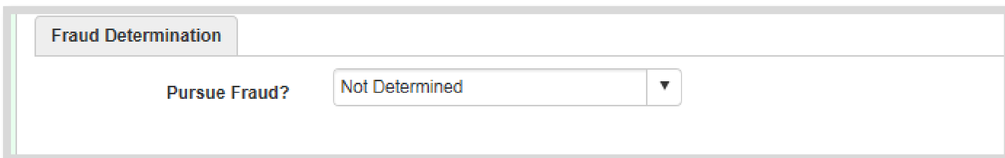


Figure 65 Referral Detail Page – Fraud Determination

Fraud Determination fields

1. Pursue Fraud
   The Pursue Fraud field displays “Not Determined” until the user chooses “Yes” or “No or “Program Invalid” for whether fraud should be pursued or not. The Program Post Investigation Fraud Determination cannot be completed unless a “Yes”, “No” or “Program Invalid” is selected. When *Pursue Fraud* is set to “Program Invalid”, the *Claim Needed* subsection will be automatically set to “Program Invalid”. Previously entered data will be cleared. The *Future Cost Savings* is set to zero and *Post Investigation Complete* is checked. If the Program is the selected IAF on the Referral “Program Invalid” shall not be available.

As a best practice, if there is existing data in this tab, a worker should verify the correct Program tab and case/referral number prior to selecting Program Invalid. Check the notes on existing tabs for clarification

IMPORTANT: Selecting “Program Invalid” for Pursue Fraud does not clear any Claims created in the BV subsystem. Always verify whether Claims have been established for the Referral Program prior to selecting “Program Invalid”

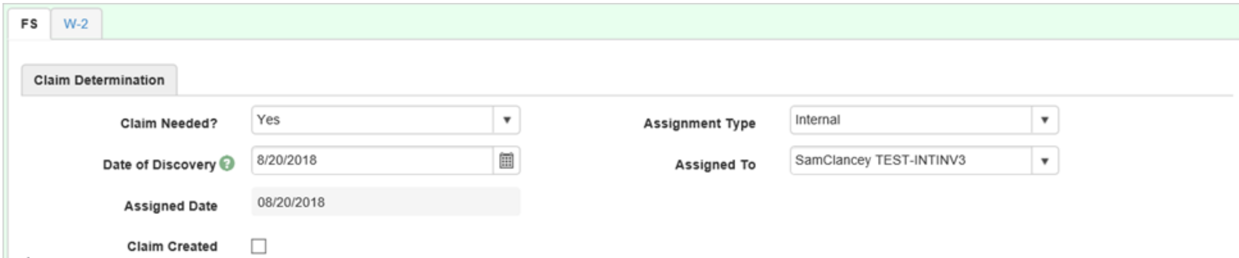


Figure 66 Referral Detail Page – Fraud Determination

2. Assigned Date
The Assigned Date field is an auto generated date that displays the date when the referral is assigned to an investigator.

3. Assignment Type
The Assignment Type field provides a list of assignment types for selection (Internal, PACU, External and DHS-OIG).

4. External Agency/DHS-OIG Unit
The External Agency/ DHS-OIG field only displays when the Assignment Type is set to External or DHS – OIG. If the Assignment Type is External, the External Agency field displays. The user must choose the appropriate external agency from the dropdown. If the Assignment Type is DHS-OIG, the OIG Unit field displays for the user to choose PARIS, Investigations, or Trafficking from the drop down.

5. Assign To
The Assign To field displays when the Claim Needed field is set to yes. The user chooses a list of investigators determined by the Assignment Type field to assign the Claim Completion to

6. Fraud Method
The Fraud Method field displays each program area and provides the user with a selection of methods based on the program. There are four potential options: District Attorney (DA), Citation, Administrative Disqualification Hearing (ADH), and Administrative Program Policy (APP). Refer to each program policy guidelines for when each type should be selected.

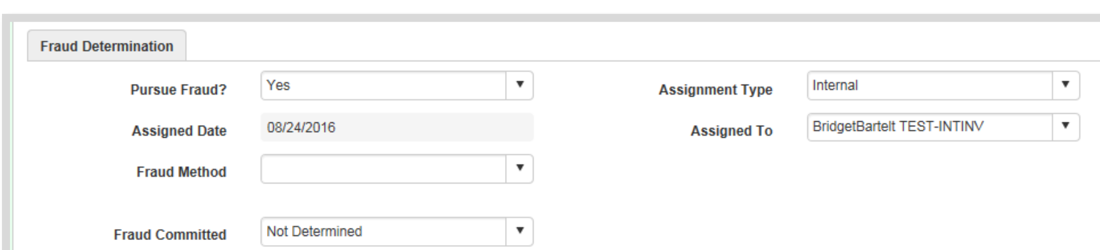


Figure 67 Referral Detail Page – Fraud Determination

District Attorney (DA)
The District Attorney Fraud method provides the user with the following fields for tracking and reporting fraud.

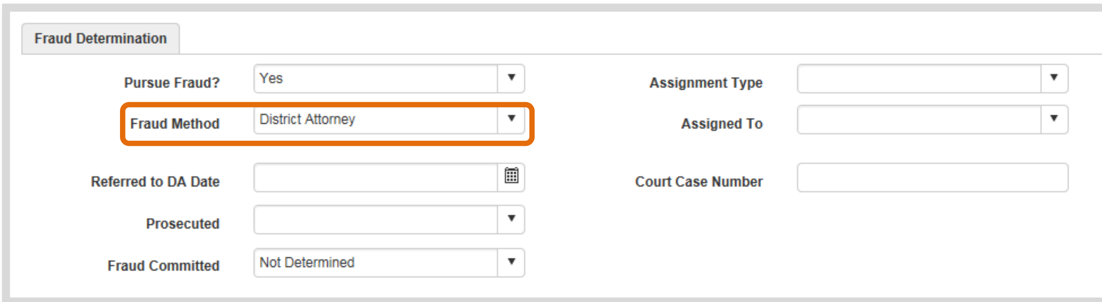


Figure 68 Referral Detail Page – Fraud Determination District Attorney

District Attorney Fields

1. Referred to DA Date
   The Referred to DA Date field is the date the referral was referred to the DA.

2. Prosecuted
   The Prosecuted field displays the user choice of "Not Determined" "Yes" or "No."

3. Restitution Amount
   The Restitution Amount field displays a dollar amount for any restitution ordered. *This field is only displayed once Prosecuted is answered "Yes".*

4. Court Case Number
   The Court Case Number field displays the number assigned to the fraud investigation. *This field is only displayed once District Attorney is chosen for the fraud method.*

5. Prosecution Outcome/Non-Prosecution Reason
   - The Prosecution Outcome field only displays when the Prosecution field is set to "Yes". The user chooses from the following: Acquittal, Conviction, Dismissal, and Pre-trial Diversion.

   - Non-Prosecution Reason field is displayed when the Prosecution field is set to "No". The user chooses from the following list: DA's Discretion Not to File Charges, Facts Insufficient, Pre-Charge Diversion, Small Amounts Involved, Special Hardship, Unable to Locate, and Voluntary Repayment Agreement.

6. Decision Date
   The Decision Date field displays the date the user enters the date the decision was made as to whether the client is guilty of fraud or not. This field is only displayed once Prosecuted is answered. *The date when the prosecution field is set to No or the date the DA decided if fraud was committed.*

Citation

The Citation fraud method provides the user with a place to track and report related information when a citation has been issued.

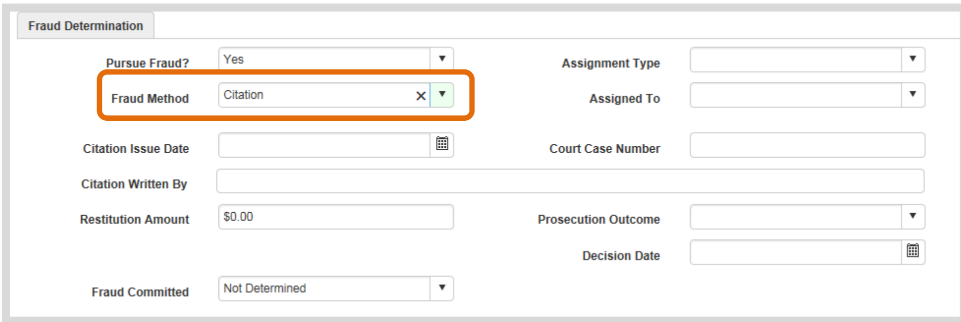


Figure 69 Referral Detail Page – Fraud Determination

Citation fields

1. Citation Issue Date
   The Citation Issues Date field displays the date the citation was issued.

2. Citation Written By
   The Citation Written By field displays the full name of the person who wrote the citation.

3. Restitution Amount
   The Restitution Amount field displays the dollar amount for any restitution ordered.
4. Court Case Number
   The Court Case Number field displays the court case number associated with the citation issued.

5. Prosecution Outcome
   The Prosecution Outcome field displays the outcome of any prosecution associated with the citation. The options are acquittal, conviction, and dismissal.

6. Decision Date
   The Decision Date field displays the date a decision was made as to whether fraud was committed. *This field should reflect either the date when the prosecution field is set to No or the date the DA decided if fraud was committed.*

Administrative Disqualification Hearing (ADH)

The ADH method displays a tracking and reporting grid for information related to the ADH process. This includes all waivers offered to the individuals on the case.

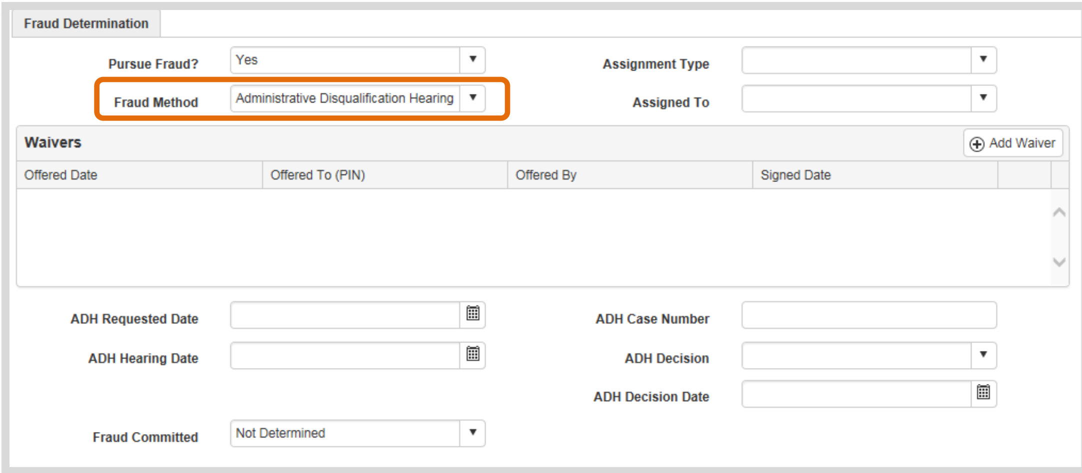


Figure 70 Referral Detail Page – Fraud Determination - ADH

Administrative Disqualification Hearing (ADH) fields

1. Waivers
   The Waiver grid allows users to enter related information when a waiver is issued.

   1.1 Waiver columns

   - Offered Date
     The Offered Date field displays the date the waiver was offered.

   - Offered to (PIN)
     The Personal Identification Number (PIN) field displays the PIN of the person the waiver was offered to.

   - Offered By
     The Offered By field displays the user who offered the waiver.

   - Signed Date
     The Signature Date field will display the date the waiver was signed by the person who's PIN is in the Offered to (PIN) field.

2. ADH Request Date
   The Administrative Disqualification Hearing (ADH) Date field displays the date the ADH was requested.

3. ADH Hearing Date
   The Administrative Disqualification Hearing (ADH) Date field displays the date of the ADH hearing.

4. ADH Case Number

The Administrative Disqualification Hearing (ADH) Case Number field displays the case number assigned to the ADH.

5. ADH Decision
The Administrative Disqualification Hearing (ADH) Decision field displays the outcome from the hearing. This field provides the user with a predetermined set of decisions for selection.

6. ADH Decision Date
The Administrative Disqualification Hearing (ADH) Decision Date field displays the date the ADH made a decision.

Administrative Program Policy (APP)
The APP method provides the user with a place to track and report related information to the APP process. There are no additional fields for this fraud type.

7. Fraud Committed
The Fraud Committed field allows the user the ability to enter "Yes" or "No" as determined by the outcome of the fraud method used to determine fraud. For example, if the fraud method was District Attorney, but the Prosecuted field said No with a non-prosecution reason of Facts Insufficient, the user would enter a No in the Fraud Committed field.

9.6.3 Cost Savings & Completion

The Cost Savings & Completion section must be completed for each valid program on the referral.

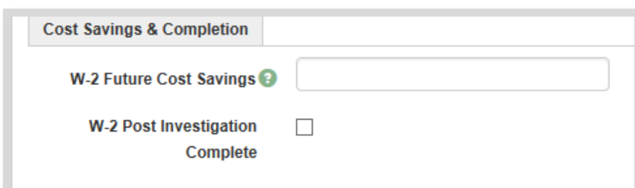


Figure 71 Referral Detail Page – Cost Savings & Completion

Cost Savings & Completion fields

1. Future Cost Savings
The Future Cost Savings field displays the dollar amount entered by the user that represents cost savings. The tooltip for each program displays how to calculate Cost Savings. This must be filled out for all referrals. If there are no future cost savings, enter "0." Once a Program has been set to "Program Invalid" in Post Investigation, the Future Cost Savings is automatically set to zero ($0.00) and the Post Investigation Complete is checked.

2. Post Investigation Complete
When all fields have been entered the Post Investigation section can be selected.

9.7 Comments

Comments allow users to add notes to the referral. These are Case level notes and viewable by all BRITS users. *All migrated referral will have a Pre-BRITS comment displayed.* The Comment section is a sortable grid. For more on sorting Grids see Sorting Grids.

Figure 72 Referral Detail Page – Comments Grid

Comments columns

1. Comment Text
   The Comment Text column displays the comment with no formatting.

2. Created By
   The Created By column displays the name of the user who created the comment.

3. Created On
   The Created On column displays the date the comment was created on.

4. Edit
   The Edit column displays a pencil icon when the comment can be edited. Comments can only be edited within the first 24 hours and by the user who created the comment.
5. Delete
   The Delete column displays an "X" when the comment can be deleted. Comments may only be deleted by the user who created the comment and only within 24 hours.

9.8 Documents

The document section allows a user to upload a document. For more on sorting Grids see Sorting Grids. For ECF Manual document codes: http://www.emhandbooks.wisconsin.gov/ecf/ecf.htm.

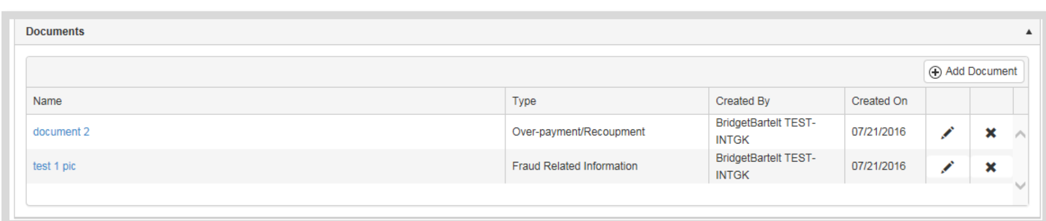


Figure 73 Referral Detail Page – Documents Grid

Documents column

1. Name
   The Name column displays the name given to the file by the user when the document was uploaded.

2. Type
   The Type column displays the document type chosen by the user when the document was uploaded. There are three types, Fraud Related Information, Over-payment/Recoupment and Sanctions.

3. Created By
   The Created By column displays the name of the user who uploaded the document.

4. Create On
   The Created On date column displays the date the document was uploaded.

5. Edit
   The Edit field column displays a pencil icon when the document can be edited. Documents can only be edited within the first 24 hours and by the user who uploaded the document.

6. Delete
   The Delete column displays an “X” when the document can be deleted from BRITS. Documents can only be deleted within 24 hours by the user who uploaded the document. Deleting a document from BRITS will not remove it from ECF.

10.Referral Summary

The Referral Summary displays an accumulation of data about the case and current referral.
The Standard referral, Data Exchange referral, and Additional Front End Verification (FEV) Referral summary pages will have the following sections: Case Information, Referral Information, Cost Savings, IPV Sanctions, and Claim Information. Agency Error Claim Referral Summary pages will have the following sections: Case Information, Referral Information, Cost Savings, and Claim Information.

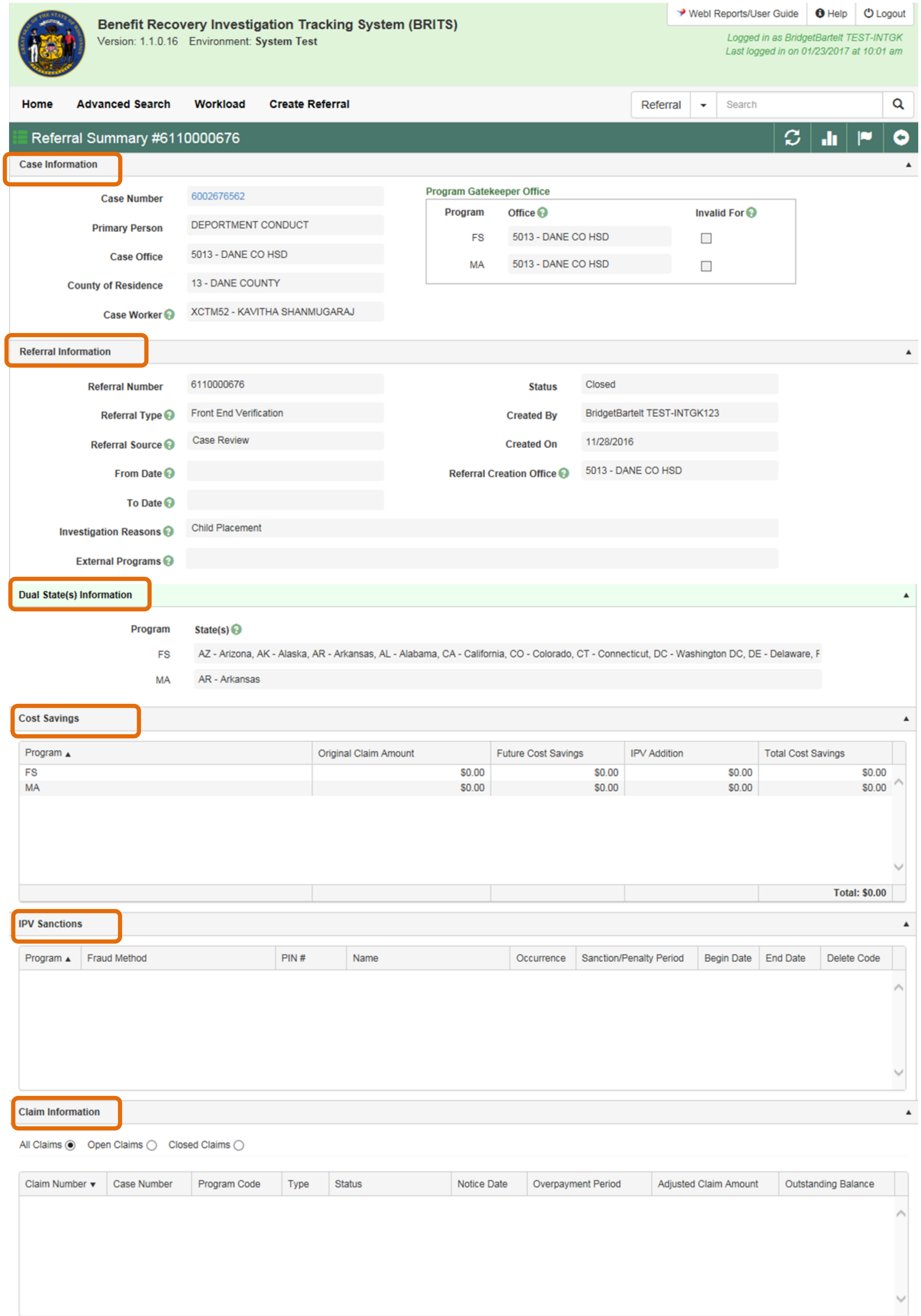


Figure 74 Standard Referral Summary Page

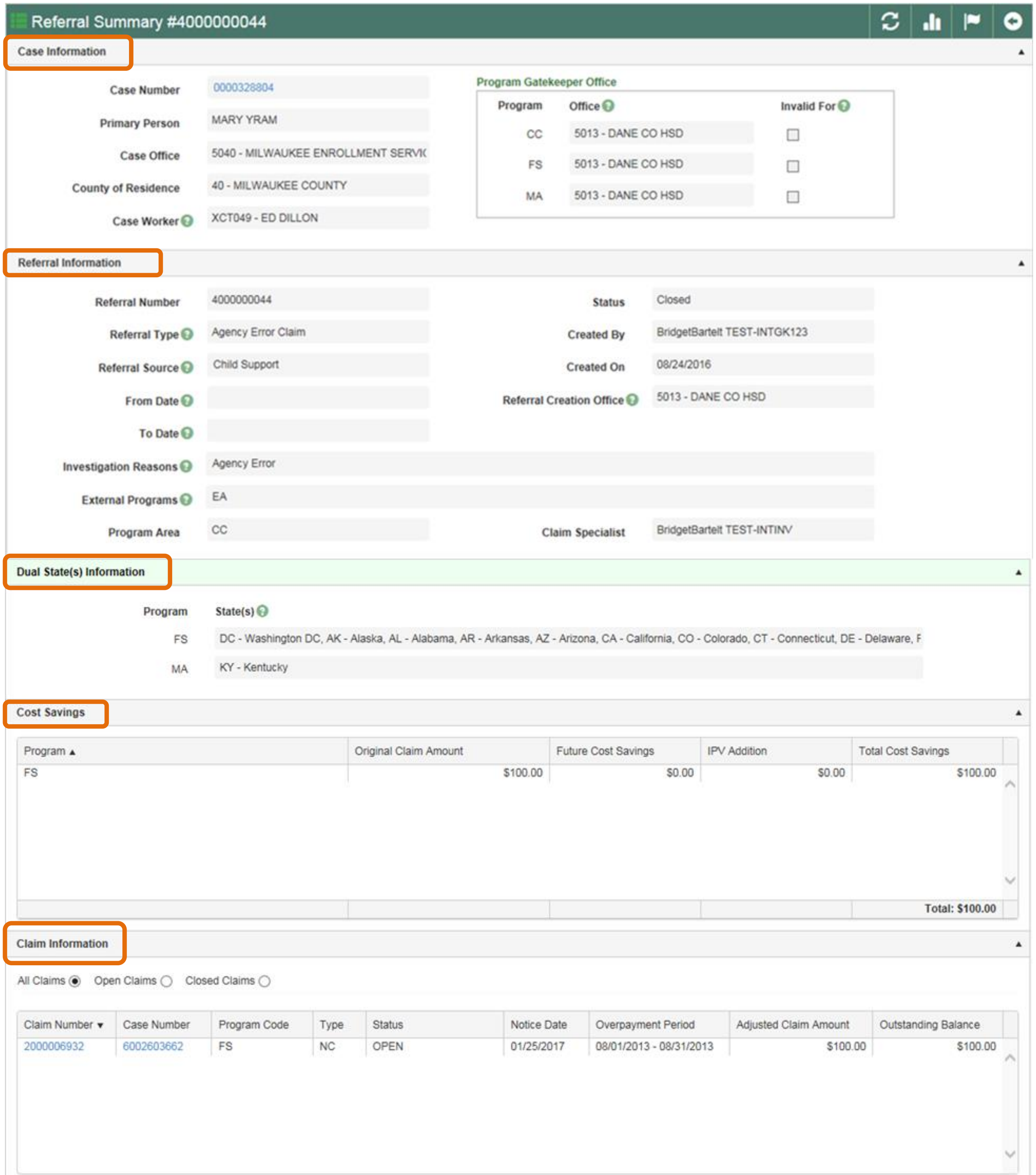


Figure 75 Agency Error Claim Referral Summary Page

10.1 Case Information section

The Case Information section displays all of the case information that is associated with the referral. This information is pulled directly from the BRITS Referral Detail Page Case Information section. All fields are carried over to the Referral Summary except the Referral History grid.

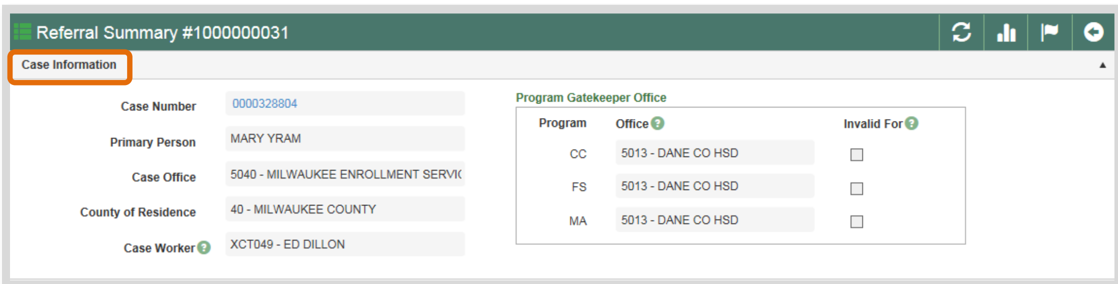


Figure 76 Referral Summary Page – Case Information Section

10.2 Referral Information section

The Referral Information section will display all the referral information that is associated with the referral. This information is pulled directly from the Referral Detail Page Referral Information subsection. All fields are carried over to the Referral Summary except the Void button.

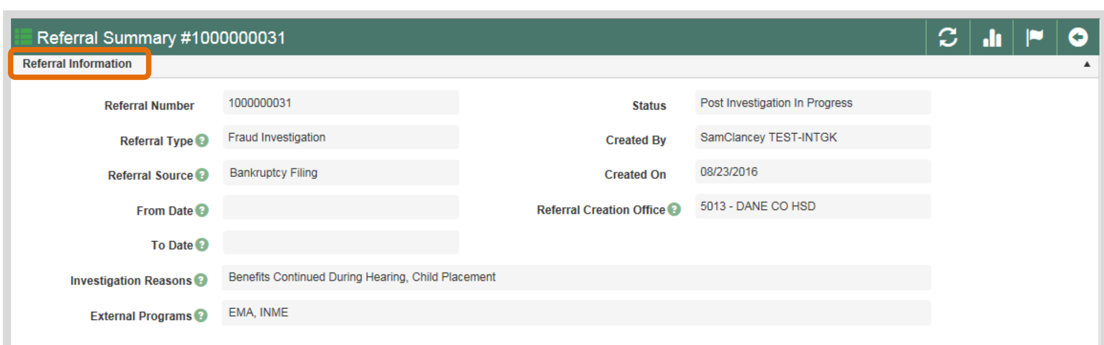


Figure 77 Referral Summary Page – Referral Information Section

10.3 Dual State(s) Information

The Dual State(s) Information section is collapsed by default and when open, displays the all valid programs and any states that have been selected for each program. For more information on the fields in this section please review the Dual State(s) Information section of the Referral Detail page.

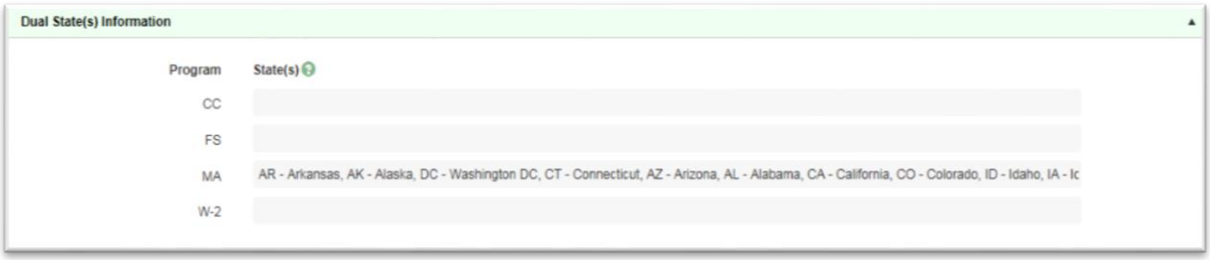


Figure 78 Dual State(s) Information on Referral Summary

10.4 Cost Savings Grid

The Cost Savings Section displays a summarized view of the cost savings associated with each program on a referral. This grid shows any overpayment claim amounts, future cost savings amounts, and IPV additional savings amounts, totaling the amounts in the Total Cost Savings column. The information originates from BRITS and/or CARES/CWW.
The Cost Savings grid is sortable, and the default sort is by program. For more on sorting Grids see Sorting Grids.

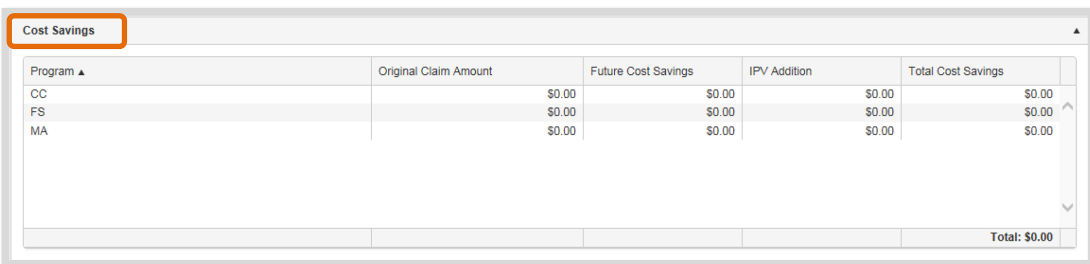


Figure 79 Referral Summary page – Cost Savings Grid

Cost Savings columns

1. Program
   The Program column displays a program from a referral. Standard Referrals will display all valid programs. Data Exchange (DX) and Additional Front End Verification (FEV) referrals display all nonfiltered programs and Agency Error Claim referrals will only show the selected Program Area.

2. Original Claim Amount
   The Original Claim Amount(s) column displays a valid program/subprogram is displayed with the sum of the Original Claim Amount(s) for that program/subprogram from CARES/CWW.

   The Original Claim Amount(s) for valid program displays with the sum of the Original Claim Amount(s) for that program from CARES/CWW.

3. Future Cost Savings
   The Future Cost Savings column displays any future cost savings amounts from the Post Investigation section of the referral displays.

4. IPV Addition
   The Intentional Policy Violation (IPV) Addition column displays a dollar amount for the FoodShare program when an IPV is associated with the referral. This amount is $1000 and is entered here when a “yes” is entered in the Fraud Committed field under the Fraud Determination section of the Post Investigation section.

5. Total Cost Savings
   The Total Cost Savings column displays the sum of the "Original Claim Amount", "Future Cost Savings" and "IPV Addition" amounts for each program.
6. Total
   The Total column displays the summed total of all amounts listed in the Total Cost Savings column.

10.5 IPV Sanctions grid

The IPV Sanctions grid displays any IPV sanction or penalty applied to an individual on the case associated with the referral. All information is retrieved from CARES/CWW and BRITS. The IPV Sanctions grid is sortable, and the default sort is by program. For more on sorting Grids see Sorting Grids.

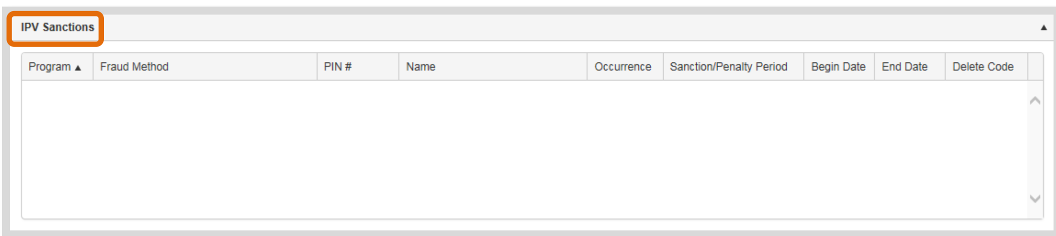


Figure 80 Referral Summary page –IPV Sanctions grid

IPV Sanction columns
1. Program
   The Program column displays a list of programs on this referral that have an IPV sanction or penalty associated with the referral.

2. Fraud Method
   The Fraud Method column displays the selected Fraud Method for each program on the referral.

3. PIN#
   The PIN # column displays the personal identification number for the person on the case who has been given the sanction or penalty.

4. Name
   The Name column displays the name of the person who has been issued the IPV.

5. Occurrence
   The Occurrence column displays the number of IPV sanctions or penalties associated with this individual.

6. Sanction/Penalty Period
   The Sanction/Penalty Period column displays the number of months assigned to the most current sanction or penalty period for this individual.

7. Begin Date
   The Begin Date column displays the date the IPV sanction or penalty period began.

8. End Date
   The End Date column displays the end date of the IPV sanction or penalty period.

9. Delete Code
   The Delete Code column displays the 2 digit code connected to a reason the IPV sanction or penalty was removed or overturned. For a list of all Delete Codes, see Delete Codes.

10.6 Claim Information Grid

The Claim Information Grid displays all the claims and related information associated with a referral. This information originates from the BVCL screen in CARES mainframe. The Claim Information grid is sortable, and the default sort is by claim number. For details on the Claim Information grid see Claim Information under Case Detail Page. For more on sorting Grids see Sorting Grids.

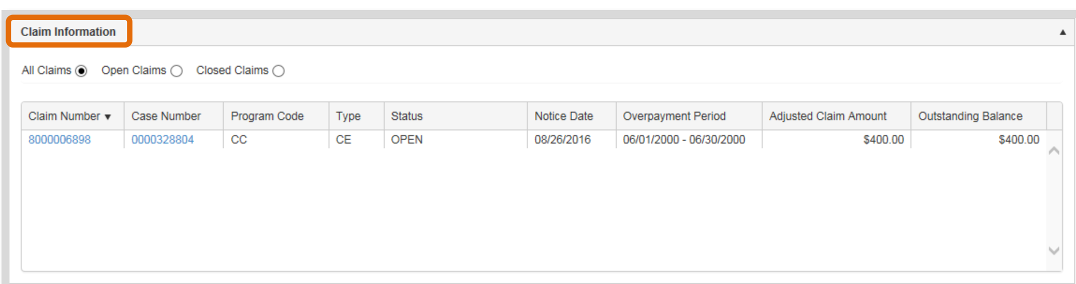


Figure 81 Referral Summary page – Claim Information

11.Case Detail Page

The Case Detail Page is a read-only page that provides a high-level summary of case information including case details, referrals associated with the case, and claim information on the case. The page consists of three sections: Case Information, Referral Information, and Claim Information. Users can access the Case Detail by clicking on any case number hyperlink from within BRITS.

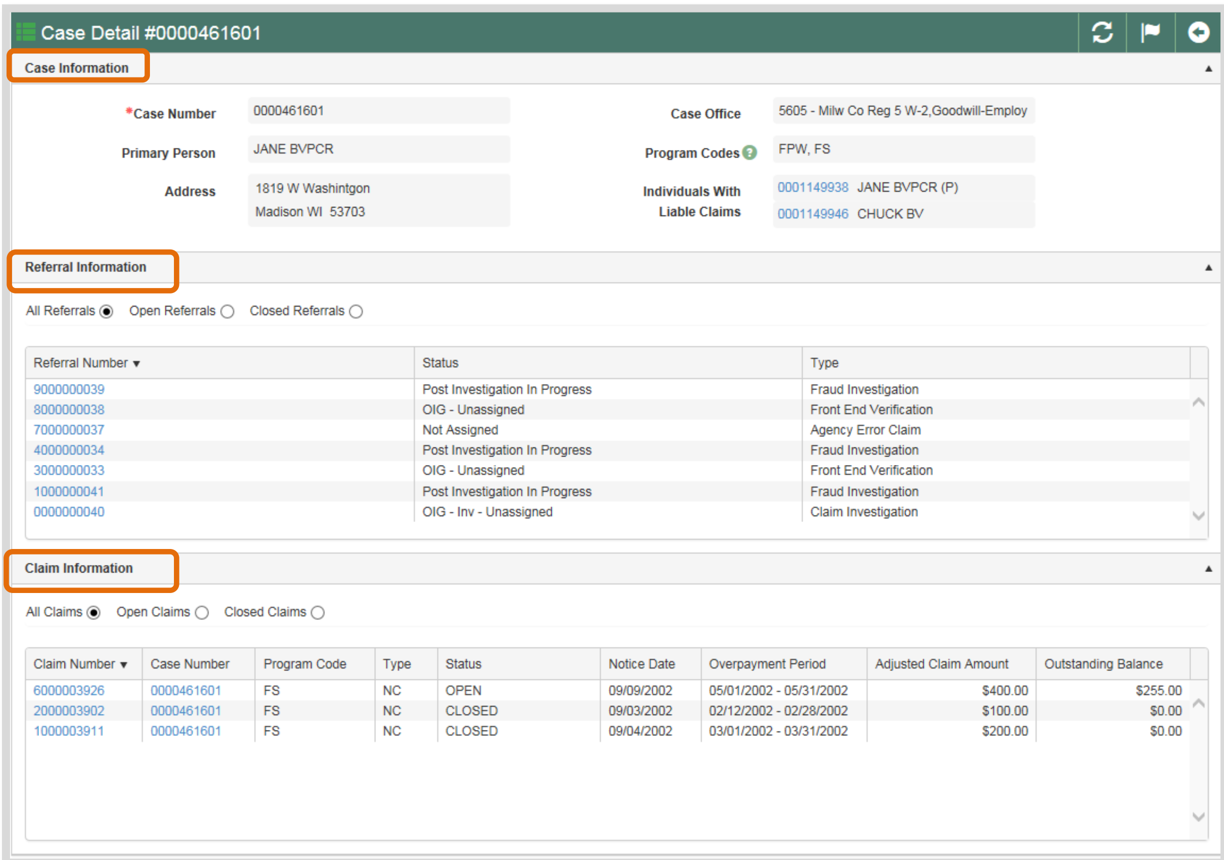


Figure 82 Case Detail Page

11.1 Case Information section

The Case Information section provides related information about the case.

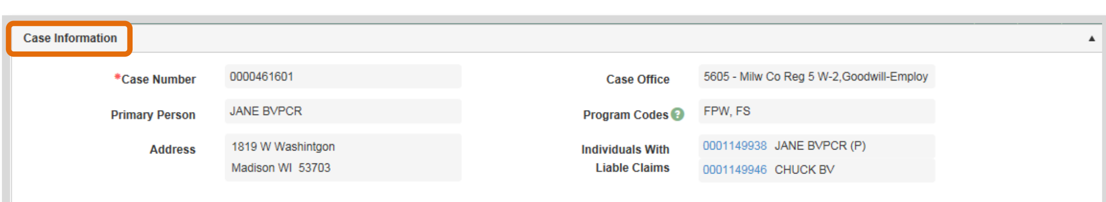


Figure 83 Case Detail Page – Case Information section

Case Information fields

1. Case Number
   The Case Number field displays the case number of the case the user is viewing.

2. Primary Person
   The Primary Person field displays the primary person listed on the case.

3. Address
   The Address field displays the primary person's address at referral creation.

4. Case Office
   The Case Office field displays the office number the case currently resides in.

5. Program Codes
   The Program Codes field displays a list of all programs and subprograms currently open on the case.

6. Individuals with Liable Claims
   The Individuals with Liable Claims field displays the PIN and name of all individuals on the case who are liable for an overpayment claim. If the individual is the primary person on the case, a P will show in parenthesis at the end of the name.

11.2 Referral Information Section

The Referral Information section provides a list of all referrals associated with the case. The Referral Information section is sortable, and the default sort is by referral number. For more on sorting Grids see Sorting Grids.

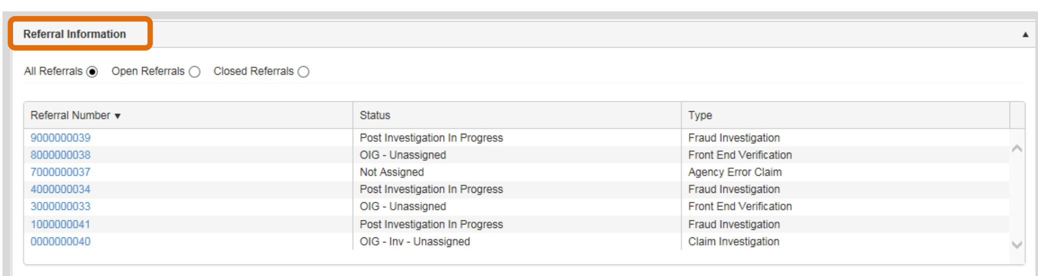


Figure 84 Case Detail Page – Referral Information section

Referral Information columns

1. Referral Information Display Option
   By clicking on the radio button beside the desired display option, a user can display all referrals, open referrals, or closed referrals.

2. Referral Number
   The Referral Number column displays all referrals associated with the case.

3. Status
   The Status column displays the current status of the referral.

4. Type
   The Type column displays the referral type selected for each referral.

11.3 Claim Information Grid

The Claim Information Grid displays all of the claims and related information associated with a case. This information is pulled directly from CARES/CWW. The Claim Information grid is sortable, and the default sort is by claim number. For more on sorting Grids see Sorting Grids.

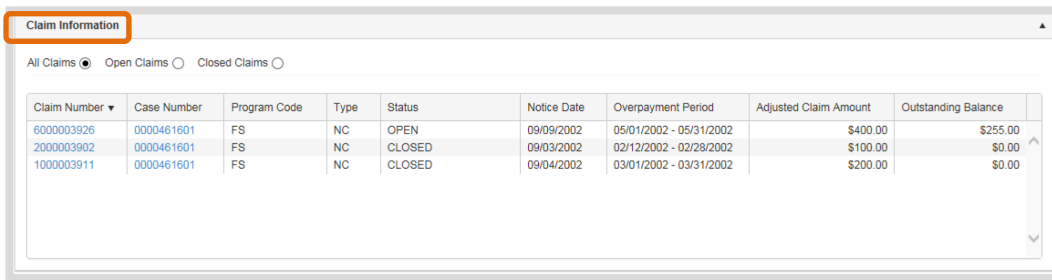


Figure 85 Case Detail Page – Claim Information section

Claim Information columns

1. Claim Information Display Options
   By clicking on the radio button beside the desired display option, a user can display all claims, open claims, or closed claims.

2. Claim Number
   The Claim Number column displays any claim number associated with the case.

3. Case Number
   The Case Number column displays the case number associated with the claim listed.

4. Program Codes
   The program code displays the program and subprogram associated with the claim.

5. Type
   The Type column displays the code for the claim type as entered on BVCL in the CARES Mainframe.

6. Status
   The Status column displays the status of the claim – Open or Closed.

7. Notice Date

The Notice Date column displays the date the overpayment notice was mailed.

8. Overpayment Period
   The Overpayment Period column displays the beginning and end dates for the overpayment.

9. Adjusted Claim Amount
   The Adjusted Claim Amount field displays the claim amount after any adjustments are made. This is the total amount the liable individual(s) will pay on the overpayment.

10. Outstanding Balance
    The Outstanding Balance column displays the current amount owed on the claim.

12.Individual Detail Page

The individual Detail Page is a read-only page that summarizes information about a specific individual that was captured in CARES. The page consists of four sections: PIN Information, Claim Information, Summary by Detail, and IPV Sanctions. Each section of the page is read-only to all users.

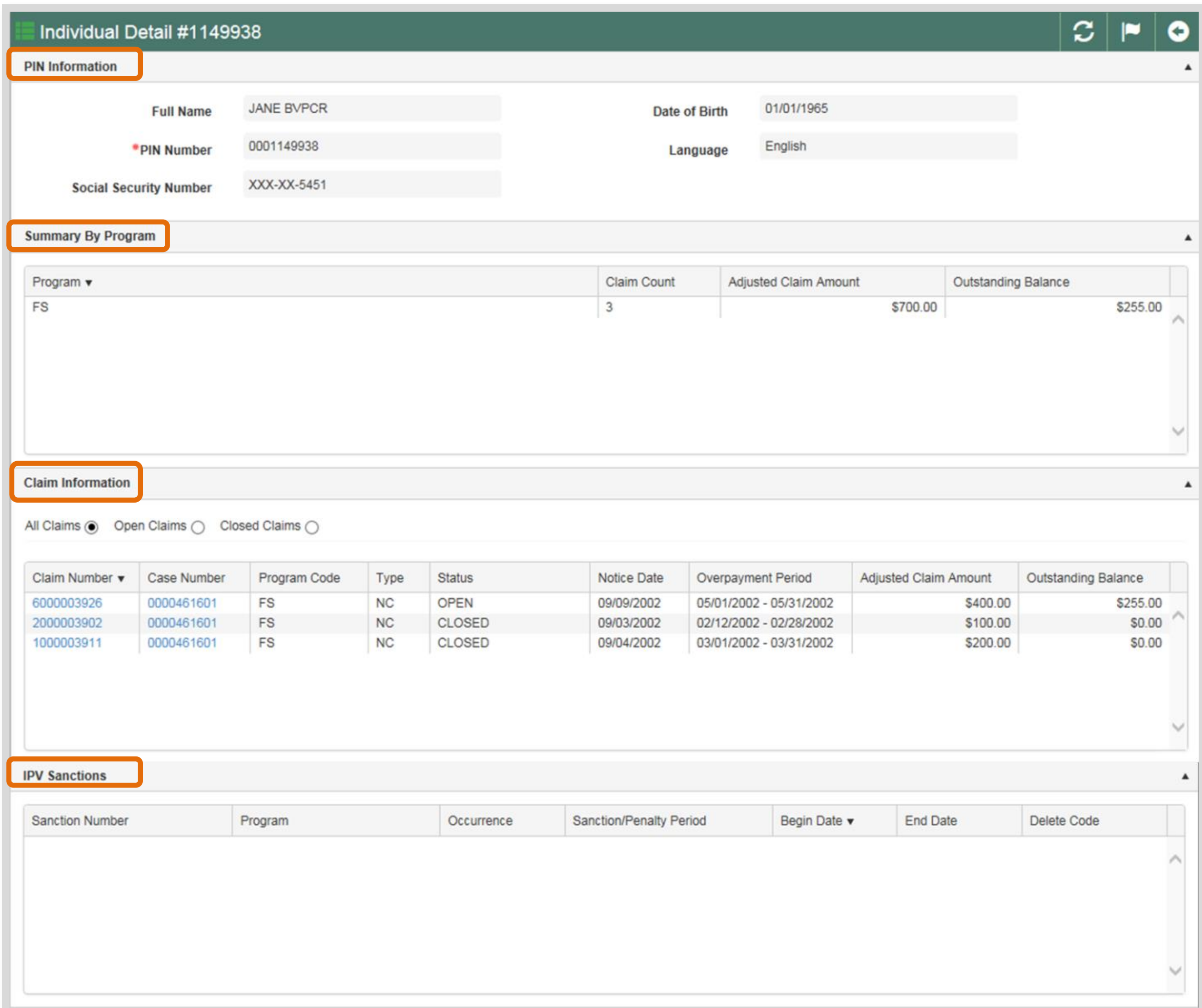


Figure 86 Individual Detail Page

12.1 PIN Information

The PIN Information section displays related information from CARES/CWW about an individual who is the primary person on a case.

Figure 87 Individual Detail Page – PIN Information section

PIN Information fields

1. Full Name
   The Full Name field displays the full name of the individual.
2. PIN Number
   The PIN Number field displays the personal identification number for the individual.

3. Social Security Number
   The Social Security field displays the social security number for the individual.

4. Date of Birth
   The Date of Birth field displays the primary person’s date of birth.

5. Language
   The Language field displays the primary language for the individual.

12.2 Summary By Program

The Program By Summary grid display related detailed information about the active programs an individual is associated with. The default sort for this grid is Program. For more on sorting Grids see Sorting Grids.

Figure 88 Individual Detail Page – Summary By Program section

Summary By Program columns

1. Program
   The Program column displays a list of programs associated with the primary person.

2. Claim Count

The Claim Count column displays the total number of claims associated with each program.

3. Adjusted Claim Amount
The Adjusted Claim Amount column displays the claim amount after any adjustments are made for each program.

4. Outstanding Balance
The Outstanding Balance column displays the amount still owed on each claim.

12.3 Claim Information

The Claim Information grid will display all the claims and related information that is associated with an individual. This information is pulled directly from the Case Detail Page Claim Information section. The default sort for the Claim Information grid is Claim Number.

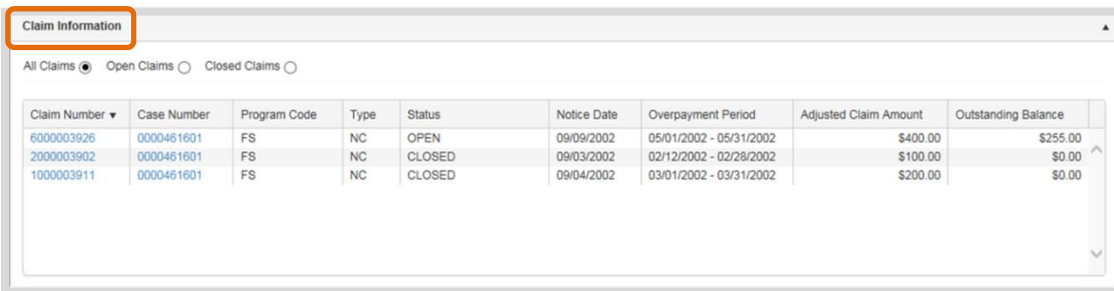


Figure 89 Individual Detail Page – Claim information

12.4 IPV Sanctions

The IPV Sanction grid displays all sanctions related to the valid program on a case where the individual is the primary person. All information is retrieved from CARES/CWW. The default sort for the IPV Sanction grid is Sanction Number. For more on sorting Grids see Sorting Grids.

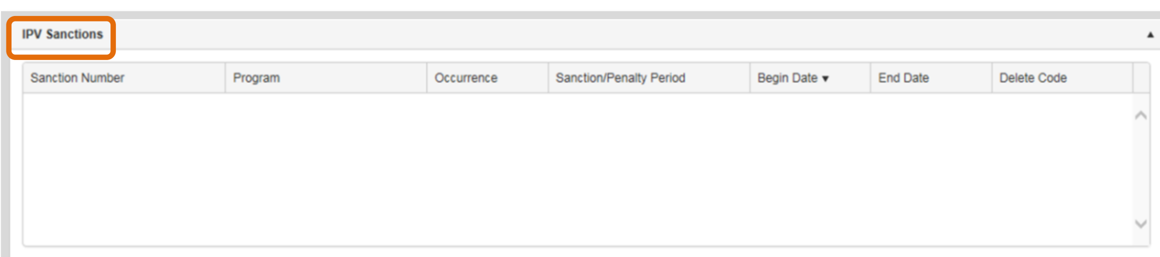


Figure 90 Individual Detail Page – IPV Sanction grid

IPV Sanction columns

1. Sanction Number
The Sanction Number column displays the number assigned to each sanction generated in CARES/CWW.

2. Program
   The Program column displays a list of programs on the referral that have a sanction or IPV associated with the referral.

3. Occurrence
   The Occurrence column displays the number of sanctions for each program.

4. Sanction/Penalty Period
   The Sanction/Penalty Period column displays the number of months for each sanction/penalty.
5. Begin Date
   The Begin Date column displays the date the sanction began.

6. End Date
   The End Date column displays the date the sanction will end.

7. Delete Code
   The Delete Code column displays the 2 digit code connected to a reason the sanction was removed or overturned.

13. Claim Detail Page

The Claim Detail Page is a read-only page that displays all related information about a claim. The sections included: Claim Information, Liable Individuals, Payment History, Recoupment History and Refund Information.

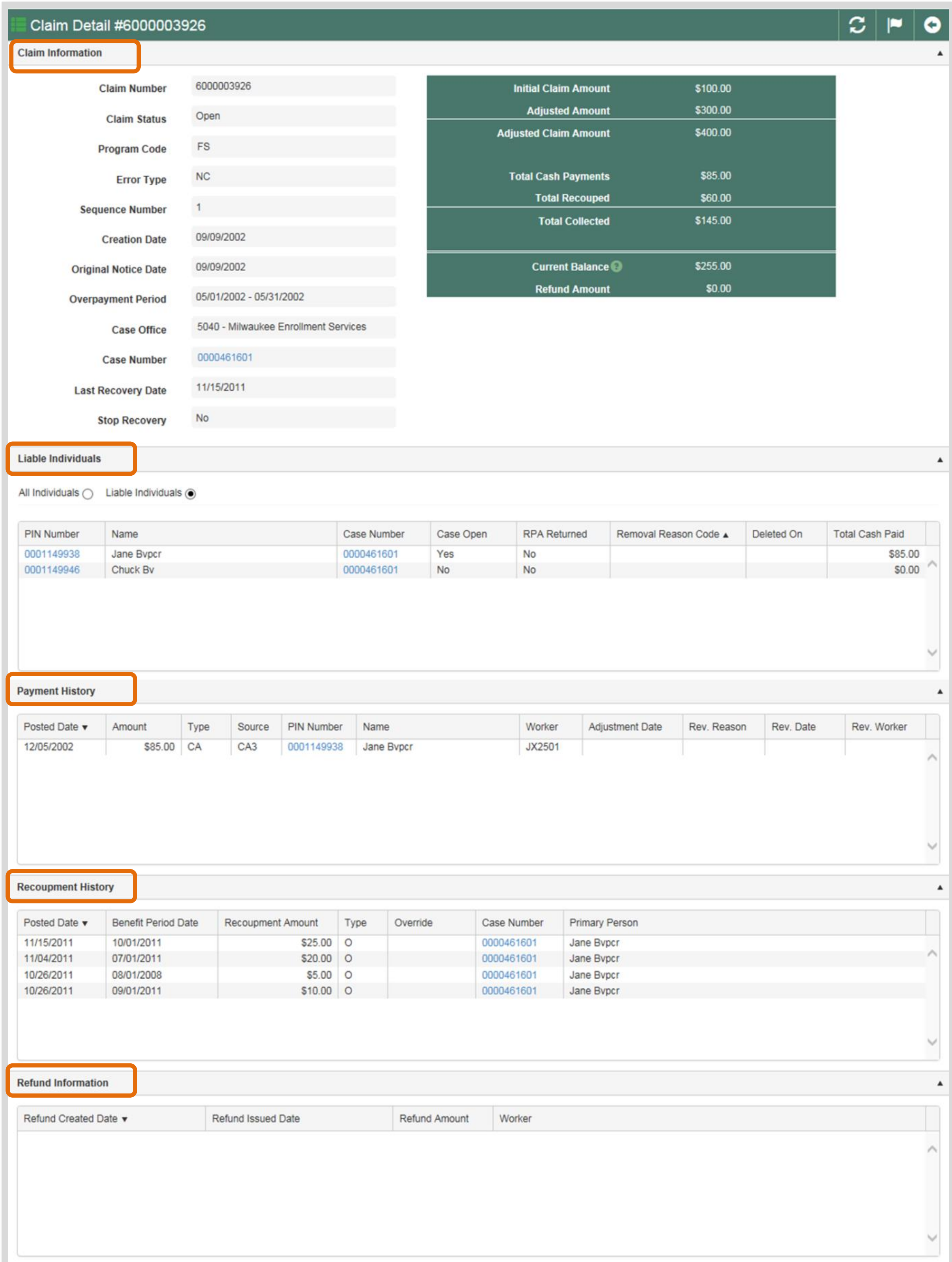


Figure 91 Claim Detail Page

13.1 Claim Information Section

The Claim Information section provides detailed information about either a Standard claim or JAL (Job Access Loan) Claim. This section is divided into two sub-sections: The Claim information section and the financial section.

13.1.1 Claim Info Subsection

13.1.1.1 Standard Claim Information

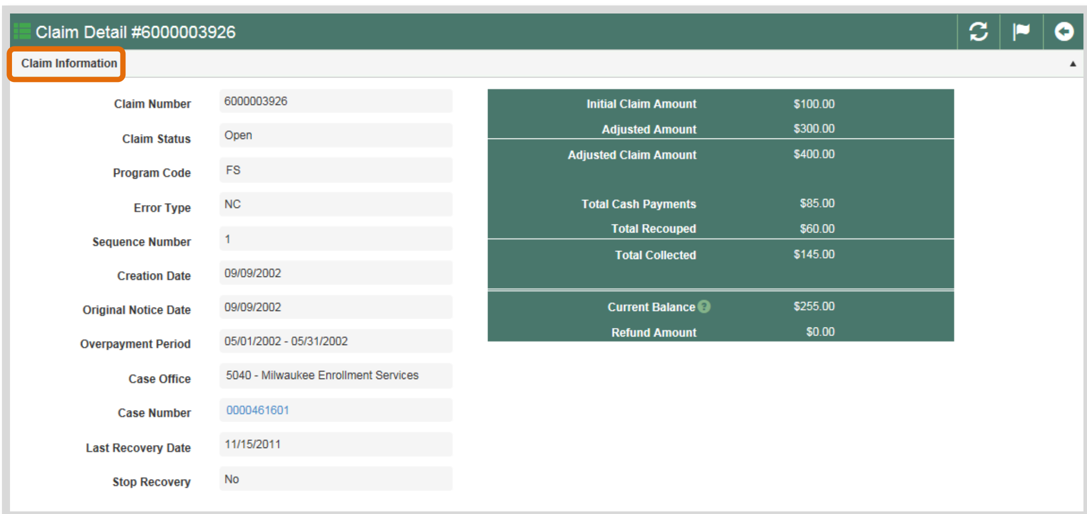


Figure 92 Claim Detail Page – Claim Information Section

Claim Information fields – Standard referral

1. Claim Number
   The Claim Number field displays a unique auto-generated 10 digit number assigned to each claim.

2. Claim Status
   The Claim Status field displays the current status of the claim. Claim Statuses

3. Program Code
   The Program Code field displays the program and sub-program code(s) the claim is associated with. Program Codes

4. Error Type
   The Error Type field displays the error code that triggered the claim. Error Type

5. Sequence Number
   The Sequence Number field displays the most current sequence of the claim.

6. Creation Date
   The Creation Date field displays the date the claim was created.

7. Original Notice Date
   The Original Notice Date field displays the date the original notice went out.

8. Overpayment Period
   The Overpayment field contains the overpayment period dates.

9. Case Office
   The Case Office field displays the claim originating office number and the office name.

10. Case Number
    The Case Number field displays the 10 digit case number as a hyperlink.

11. Last Recovery Date
    The Last Recovery Date displays the date the claim was last recovered.

12. Stop Recovery
    The Stop Recovery field displays either a "Yes" or "No". The field is answering the question, is there an existing Stop Recovery or not associated with the claim.

13.1.1.2 JAL (Job Access Loan) Claim Information Comments

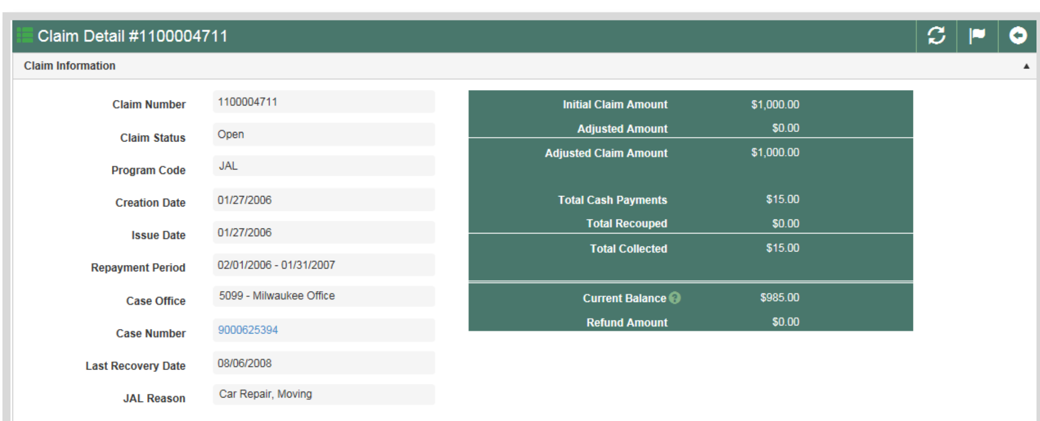


Figure 93 Claim Detail Page – JAL

Claim Information fields – JAL

1. Claim Number
   The Claim Number field is a unique auto generated number assigned to each claim.

2. Claim Status
   The Claim Status field displays the current status of the claim. Claim Statuses

3. Program
   The Program code field displays the program the claim is associated with. Program Codes

4. Creation Date
   The Creation Date field displays the date the claim was created.

5. Issue Date (similar to Original Notice Date)
   The Issue Date field displays the date the notice went out.

6. Repayment Period (similar to Overpayment Period)
   The Repayment field contains the repayment period dates.

7. Case Office
   The Case Office field displays the claim originating office number and the office name.

8. Case Number
   The Case Number field displays the case number the claim is attached to.

9. Last Recovery Date
   The Last Recovery Date displays the date the claim was last recovered.

10. JAL Reason
    The JAL Reason field displays all the JAL reasons associated and listed in the CARES/CWW database.

13.1.2 Financial Info

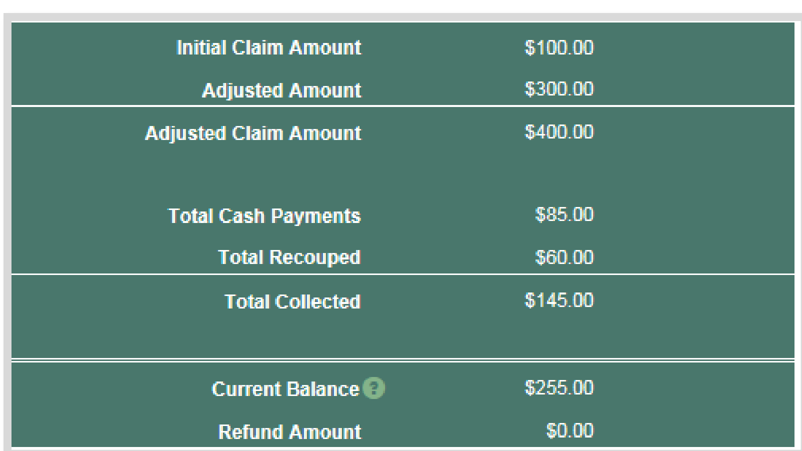


Figure 94 Claim Detail Page – Financial sub-section

Claim Information fields - Financial Information

1. Initial Claim Amount
   The Initial Claim Amount displays the initial amount of the claim

2. Adjusted Amount
   The Adjusted Amount displays the difference between the initial claim amount and the adjusted claim amount.

3. Adjusted Claim Amount
   The Adjusted Claim Amount displays the difference between the Initial Claim Amount and any Adjustments made. When the Adjusted Claim Amount is less than the Initial Claim Amount, the Adjusted Amount will have a negative indicator.

4. Total Cash Payments
   The Total Cash Payment field displays a total of all cash payments made for the claim.

5. Total Recoupment
   The Total Recoupment field displays the total of all monies recouped for the claim.

6. Total Collected
   The Total Collected field displays the sum of the Total Cash Payment amount and the total recouped amount, less any payment reversal amount(s).

7. Current Balance
   The Current Balance field displays the remaining amount owed, current balance, from the CARES DB for the claim.
8. Refund Amount
   The Refund amount displays any refunded amounts, when there is a value in the refund amount; the Current balance field is zero dollars.

13.2 Liable Individuals

The Liable Individual section will display all liable individuals for the claim. The default sort for this grid is the Removal reason code. For more on sorting Grids see Sorting Grids.

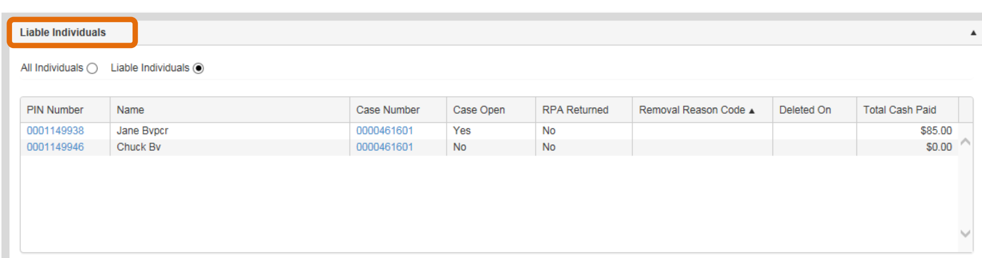


Figure 95 Claim Detail Page – Liable Individual sections

Liable Individual

1. Liable Individuals Display Option
   By clicking on the radio button beside the desired display option, a user can display all claims, open claims, or closed claims.

2. PIN Number
   The PIN Number field displays the full 10 digit PIN of the liable individual

3. Name
   The Name field displays the First, Middle initial, Last name, and suffix of the client

4. Case Number
   The Case Number field displays the full 10 digit Case Number the claim is attached to

5. Case Open
   The Case Open field displays “Yes” or “No” if the individual is currently eligible for benefits within the program of the claim.

6. RPA Returned
   The Repayment Agreement Returned field displays a "Yes" if the individual has returned a signed agreement to make payments or display a "No" if the individual has not returned a signed agreement to make payments and display nothing if the repayment agreement has not been sent to the client.

7. Removal Reason Code
   The Removal Reason Code displays the code which represents the reason why the individual was removed from the claim. This field may or may not have data displayed – Hover for description.

8. Delete On
   The Delete On field displays the date the person was deleted from the claim. (The field is blank unless a removal code exists.)

9. Total Cash Paid
   The Total Cash Paid field displays each individual's total cash paid to date on this claim.

13.3 Payment History

The Payment History section will contain the following information the user will see a list for each payment made over the life of the claim. Default sort is by most recent column. For more on sorting Grids see Sorting Grids.

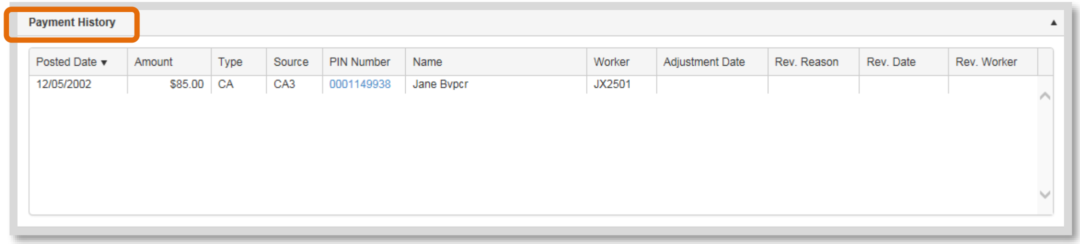


Figure 96 Claim Detail Page – Payment History

Payment History columns

1. Posted Date
   The Posted Date column displays the date of each payment.

2. Amount
   The Amount column displays the amount of each payment made on this claim

3. Type
   The Payment Type column displays the code related to the source of payment.

4. Source
   The Source column displays the Payment Source of each payment. The source is how they received the payment.

5. PIN Number
   The PIN column displays the PIN of the individual who made each payment.

6. Name
   The Name column displays the name of the liable individual who made the payment.

7. Worker
   The Worker column displays the code of the worker. When a user hovers over the name a user will see the first and last name of the worker.

8. Adjustment Date
   The Adjustment Date column displays a list the date the payment was actually received.

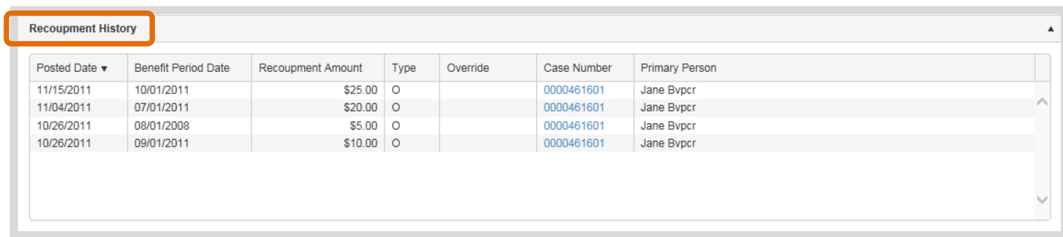
9. Rev. Reason
   The Reversal Reason column displays the reversal code and when hover will display the description.

10. Rev. Date
    The Reversal Date column displays the date of the reversal of the payment.

11. Rev. Worker
    The Reversal Worker column displays the worker's ID and name who entered the reversal information of the payment – display code and when hover display first and last name.

13.4 Recoupment History

The Recoupment History grid will contain the recoupment history of the claim and display the following information for each individual liable for the regular claims for W-2, CC, ADC, and FS. (The data for these fields can be found in the CARES/CARES (DB) Worker Web):
The default sort for the Recoupment History grid is by most recent posted date. For more on sorting Grids see Sorting Grids.


Recoupment History

Posted Date ▾	Benefit Period Date	Recoupment Amount	Type	Override	Case Number	Primary Person
11/15/2011	10/01/2011	$25.00	O		0000461601	Jane Bvpcr
11/04/2011	07/01/2011	$20.00	O		0000461601	Jane Bvpcr
10/26/2011	08/01/2008	$5.00	O		0000461601	Jane Bvpcr
10/26/2011	09/01/2011	$10.00	O		0000461601	Jane Bvpcr

Figure 97 Claim Detail Page – Recoupment History

Recoupment History column

1. Posted Date
   The Posted Date column displays the date the recoupment was entered into the system.

2. Benefit Period Date
   The Benefit Period Dare column displays the date range of the period of time the individual received incorrect benefits.

3. Recoupment Amount
   The Recoupment Amount column displays either R (recoupment) or O (overpayment).

4. Type
   The Type column displays the Type of recoupment payment.

5. Override
   The Override column displays whether or not an Override exists on the recoupment

6. Case Number
   The Case Number column displays the 10 digit case number.

7. Primary Person
   The Primary person column displays that the recoupment amount was withheld from.

13.5 Refund Information

The default sort is by most recent Refund Created Date column. For more on sorting Grids see Sorting Grids.

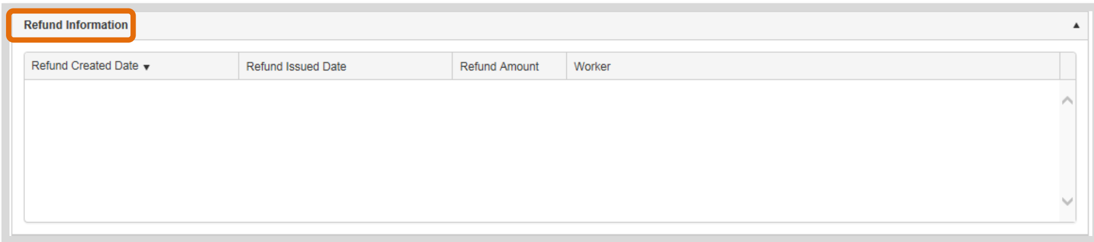


Figure 98 Claim Detail Page – Refund Information

Refund Information columns

1. Refund Created Date
   The Refund Creation Date column displays the date of any refund against this claim.

2. Refund Issued Date
   The Refund Date column displays the date any refund was issued.

3. Refund Amount
   The Refund Amount column displays the dollar amount of the refund issued.
4. Worker
   The Worker column displays the code associated with the worker who issued the refund and when a user hovers over the code the first and last name of the worker displays.

IV. REFERRAL WORKFLOW

14.Referrals

14.1 Referrals

All referrals in BRITS are associated with a case. The investigation is for the entire case and not just an individual program.

All referrals in BRITS have either been created in BRITS or are migrated referrals from CARES. Migrated BVIR referrals are noted by a Migration banner.

Only one Standard Referral can be in an Open Investigation class. Once a Standard Referral moves to Post Investigation in Progress another Standard Referral can be created. More than one Data Exchange and Agency Error Claim referrals can be open at the same time on a case. These referrals are program specific due to program timelines.

14.2 Referral Groups

All referrals in BRITS are categorized into one of the following categories: Standard, Additional Front End Verification (FEV), Data Exchange (DX) or Agency Error Claim.

Category	Referral type	Referral Source	How many referrals can be created
Standard Referral	Fraud Investigation or Claim Investigation	All, except "Interstate UCB Match", "SWICA", "Prisoner Match", "SOLQ", "Unemployment Insurance Match", “DCF PARIS Reports” and “DHS PARIS Reports”	1
Standard Referral	Front End Verification	All, except "New Program"	1
Data Exchange Referral	Fraud Investigation, Claims Investigation, Front End Verification or Agency Error Claim Referral	"Interstate UCB Match", "SWICA", "Prisoner Match", "SOLQ", "Unemployment Insurance Match", “DHS PARIS Reports” or “DCF PARIS Reports”	Multiple
Additional Front End Verification Referral	Front End Verification	“New Program”	Multiple
Agency Error Claim	Agency Error Claim	All	Multiple

Table 17 Referral Groups

14.3 Navigate to a referral

A user can navigate to a referral using the hyperlinks. Whenever a referral number, case number, claim number or pin number is displayed it is a hyperlink and a user can select the link and be direct to the page. When entering the referral number in quick search the referrals full number must be entered and the user is directed to the Detail Page.

14.4 View

A user's ability to view a referral will depend on the level of privileges, roles and security they have been issued. All non-confidential referrals can be viewed by any user. When a referral is associated with a confidential case, only authorized users are able to view the referral and Cases Detail Page.

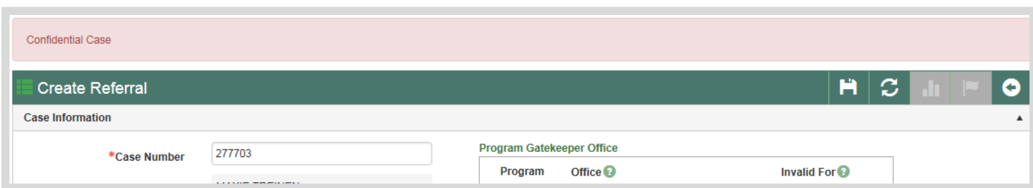


Figure 99 Referral Detail Page - Case Information Section

15.Referral Creation

Purpose: Creating a referral provides users with a tool to track the work necessary to create a claim for overpayments or fraud in a single location so that information can be easily shared across programs. For more information on who can create a referral please see Roles.

Required Fields: To create a referral the following fields are required: Case Number, Program Gatekeeper Office, Referral Type, Referral Source, Investigation Reasons and Comment.

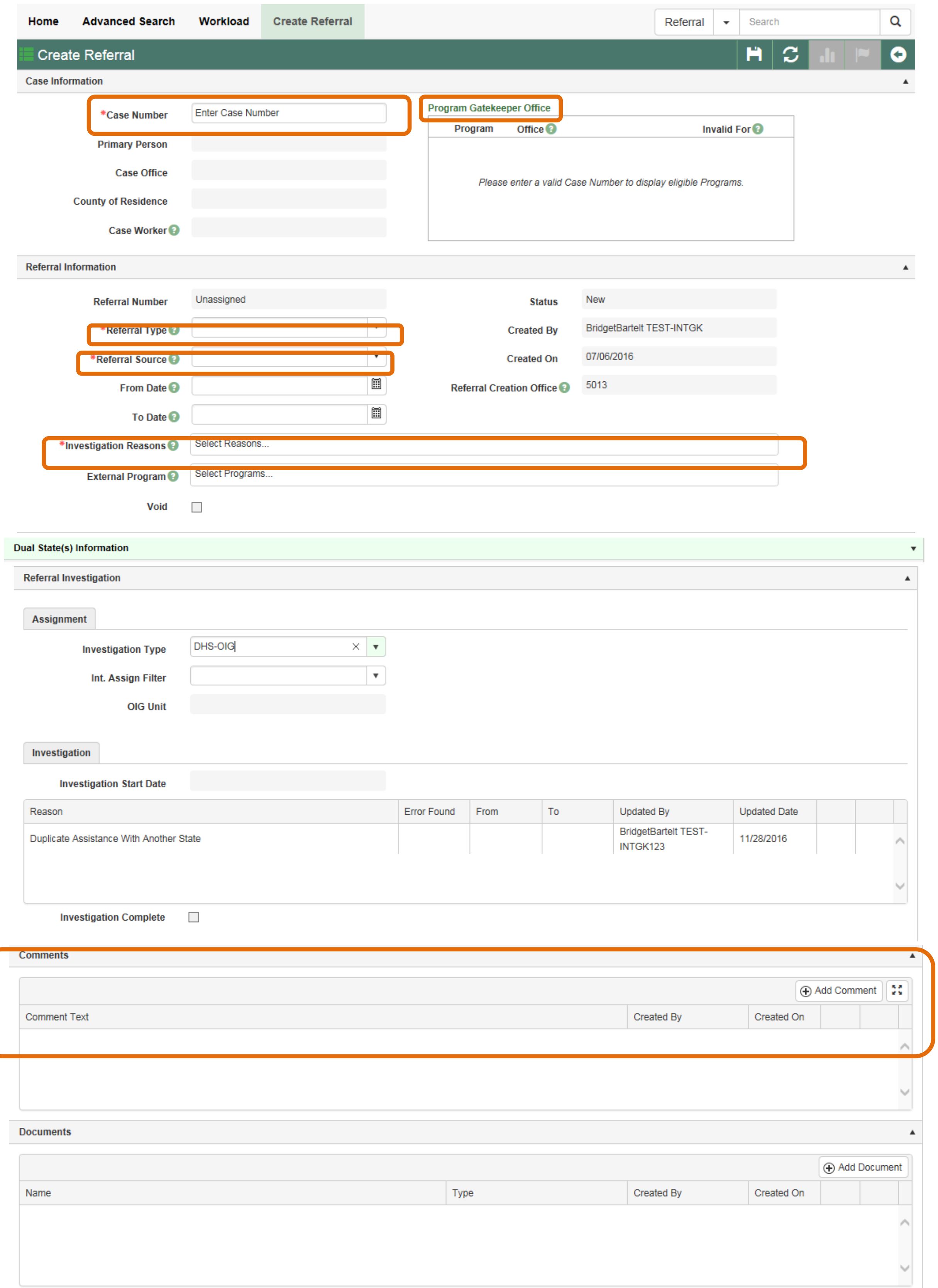


Figure 100 Referral Detail Page

15.1 Case Information Section

All users who have the ability to create a referral will see the Create Referral tab. When creating a referral, they will be required to enter the required fields in order to save the referral. *BRITS does not support referrals for Emergency Assistance (EA) and Job Allocation Loan (JAL) when W-2 has not been established on a case within the last 6 years.*

Step 1 From the Home page, select the Create Referral tab.

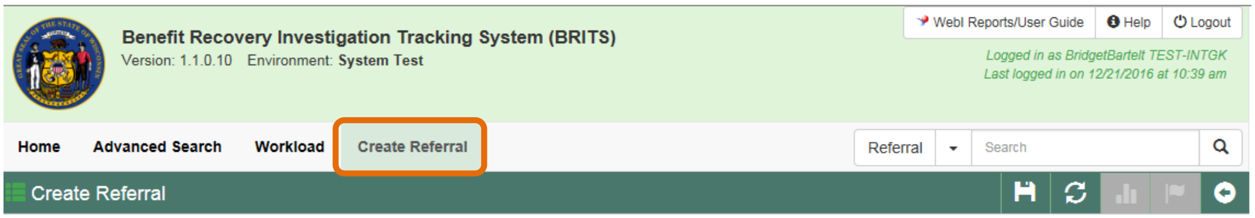


Figure 101 Home Page - Create Referral Tab

Step 2 Enter required fields in the Case Information section.

I. Enter a valid CARES/CWW case number in the Case Number field.

When a Case Number is entered, the Case Information section automatically populates (Primary Person, Case Office, County of Residence, Case Worker and Programs active in the past 6 years fields) with related case information from CARES/CWW.

The Case Number field is validated through communication between BRITS and CARES to determine if the case meets the following criteria:

- Case number exists in CARES/CWW.
- Case number has at least one program with open, deductible or pending eligibility within the last 6 years or currently has an application pending.

When a Case Number is entered and validated, the Case Information section automatically populates (Primary Person, Case Office, County of Residence, Case Worker and Programs active in the past 6 years fields) with related case information from CARES/CWW.

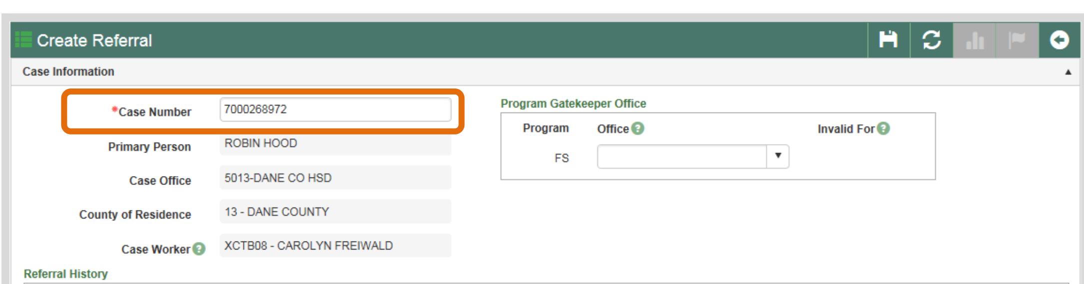


Figure 102 Referral Detail Page – Case Information

Error Message - *Invalid Case Number: When an invalid case number is entered the following Error message is displayed.*

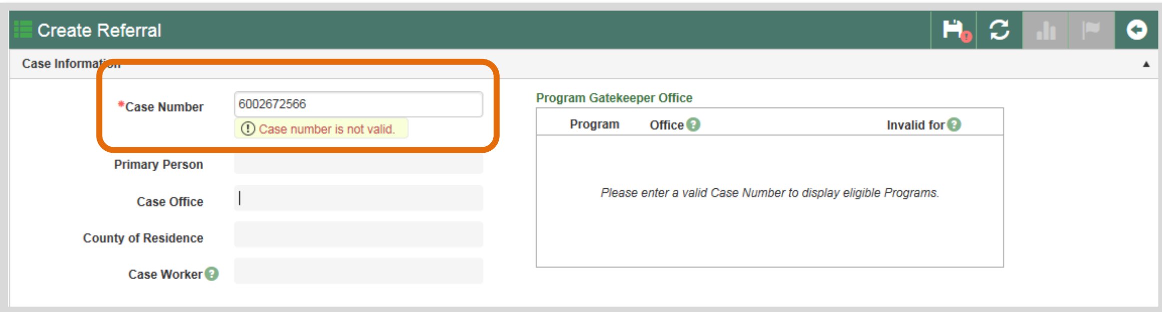


Figure 103 Referral Detail Page – Invalid Case Number

Error Message - *No program eligibility: When the entered Case Number does not have program that has been open within the last 6 years or is currently pending, the following error message is displayed.*

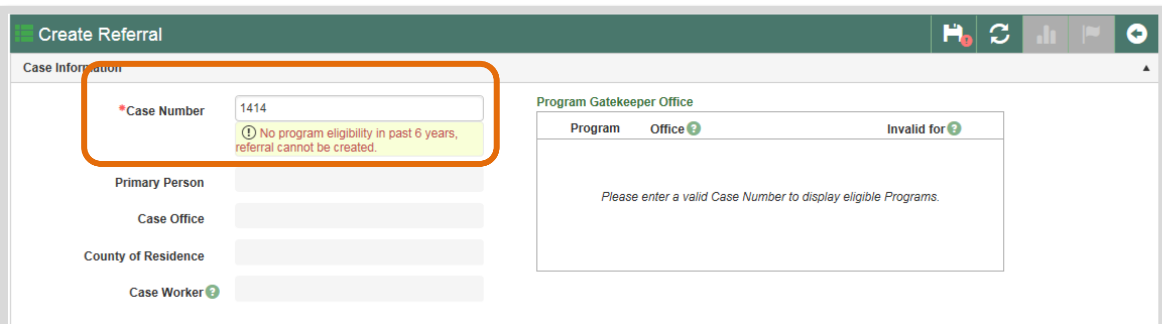


Figure 104 Home Page – No Eligible Program

II. Select the Program Gatekeeper Office. Enter an office for at least one program area.

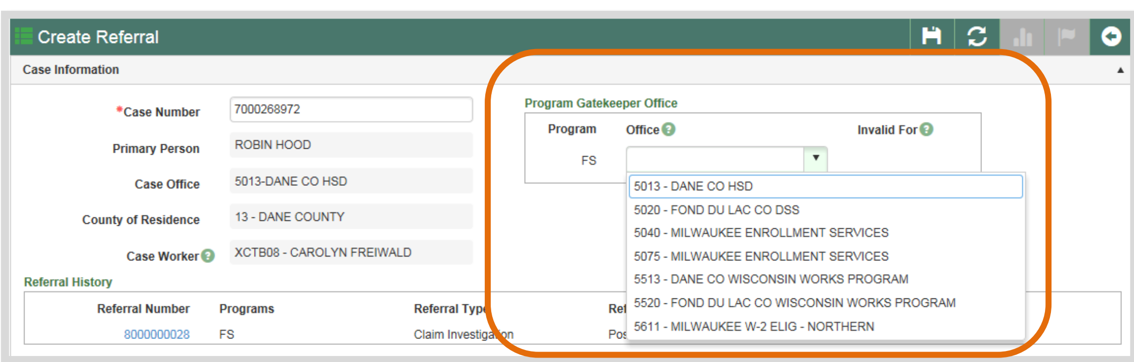


Figure 105 Referral Detail Page – Case Information

Not sure which Program Gatekeeper Office to select? Select the same office as the Case Office.

If at least one program does not have an office number, the user will receive the following Error message:

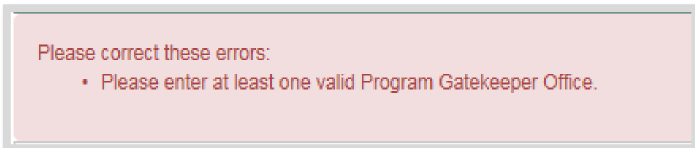


Figure 106 Error Message- Referral Detail Page – Program Gatekeeper Office

If the user accidentally chose the wrong office, the "x" to the right of the referral is selected to blank out the field. Then the correct office may be chosen to correctly populate the field.

Step 3 Enter required fields in the Referral Information section
The Referral Information section collects detailed information about the referral. This section determines the kind of referral the user is creating, for more information please see Referral Groups. All required fields need to be completed to create the referral.

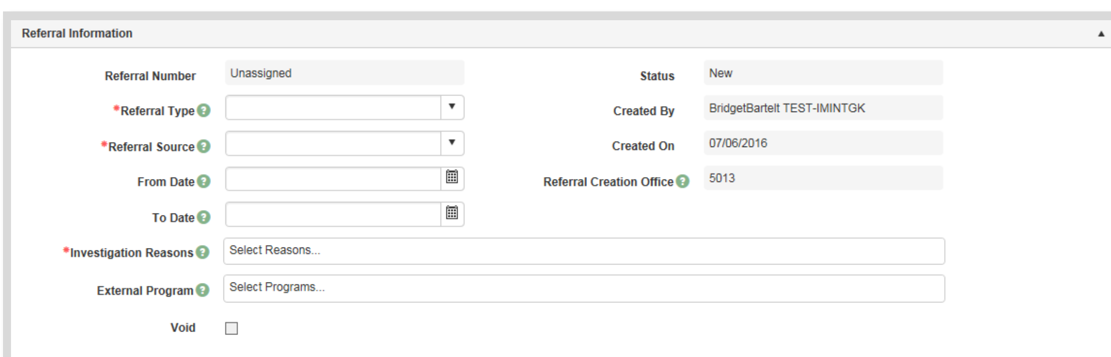


Figure 107 Referral Detail Page – Referral Information section

The current referral groups and Steps to complete the Referral Information section are listed below.

I. Standard Referral
A Standard Referral workflow is the most common referral. The valid program areas will share investigation information and each program area will complete their own post investigation tab. One program area will create the referral, assign the referral, complete the investigation, and

complete the post investigation outcome. This single multi-program area workflow was created to streamline workloads among program areas and share information based on each case. For more on Referral Grouping/Types, see Referral Groups

Enter required fields in the Referral Information section.

a. Select a Referral Type (Claim Investigation, Fraud Investigation, or Front End Verification).

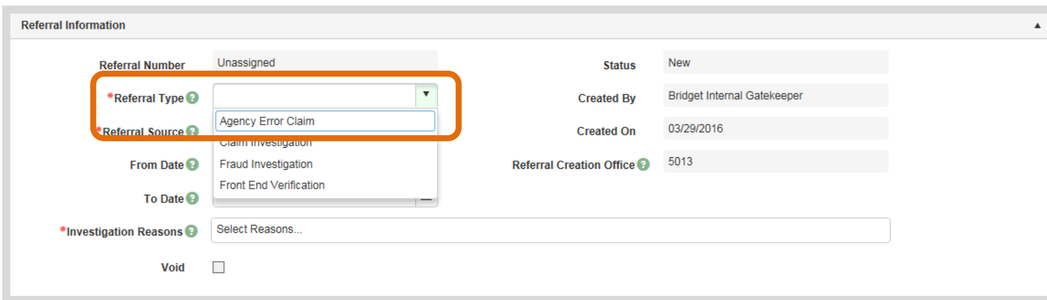


Figure 108 Referral Detail Page – Referral Information section

b. Select a Referral Source. Only one Referral Source can be entered.

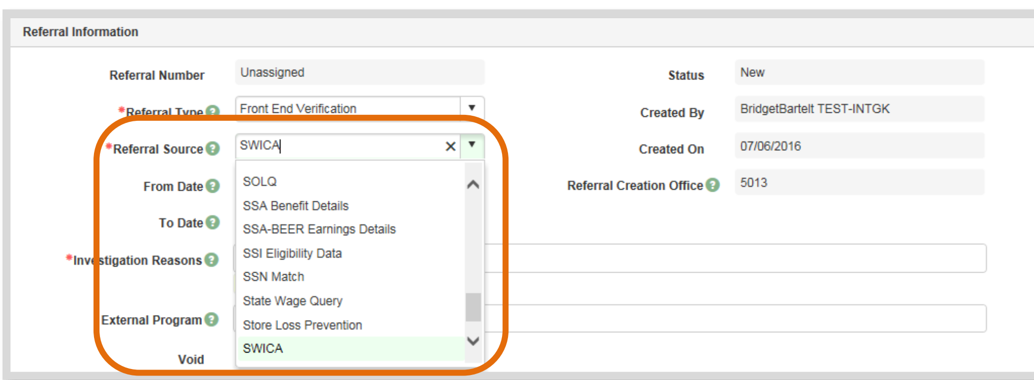


Figure 109 Referral Detail Page – Referral Information section

***Error Message** – Referral already exists. If the Case Number entered has a Standard Referral associated with it, the user will see the following notification message and be unable to complete the referral. Please review Referral Groups.*

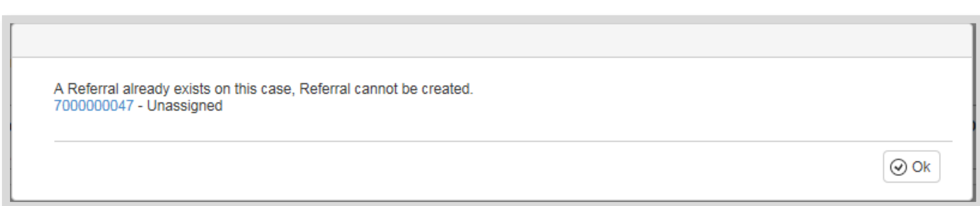


Figure 110 Error Message - Standard Referral already exist

c. Set the Referral Investigation Reason(s). Multiple Investigation Reasons can be added to the referral until the referral's investigation is complete.

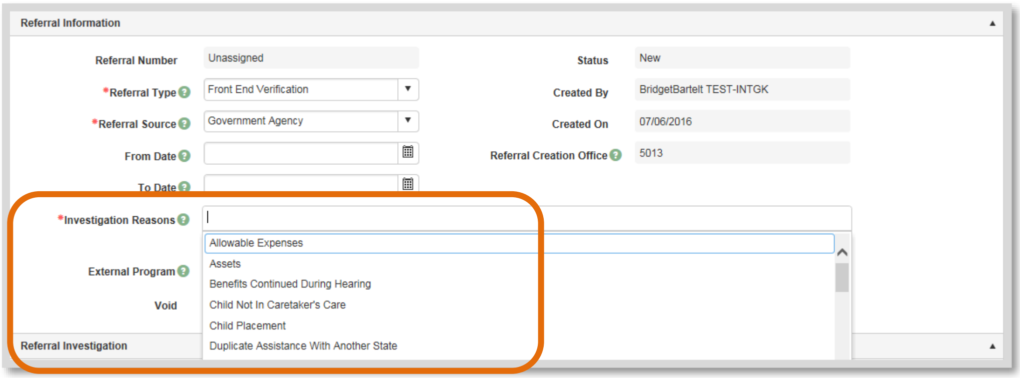


Figure 111 Referral Detail Page – Referral Information section

II. Agency Error Claim Referral

Agency Error Claim workflow is similar to a Standard Referral workflow; however, it does not have an investigation or post investigation portions. This is because the agency (i.e. Consortia, County, Tribe, or W-2 Agency) has created the BRITS referral and has identified that the agency committed the error; thus, the referral does not require an investigation. For example, W-2 participation sanctions were entered into the system after the W-2 Benefit Issuance Pulldown (BIP) date and the W-2 agency determined that an overpayment is issued to the participant. The agency failed to update nonparticipation timely on the case which caused the wrong W-2 benefit to be issued.

Enter required fields in the Referral Information section.

a. Referral Type set to Agency Error Claim

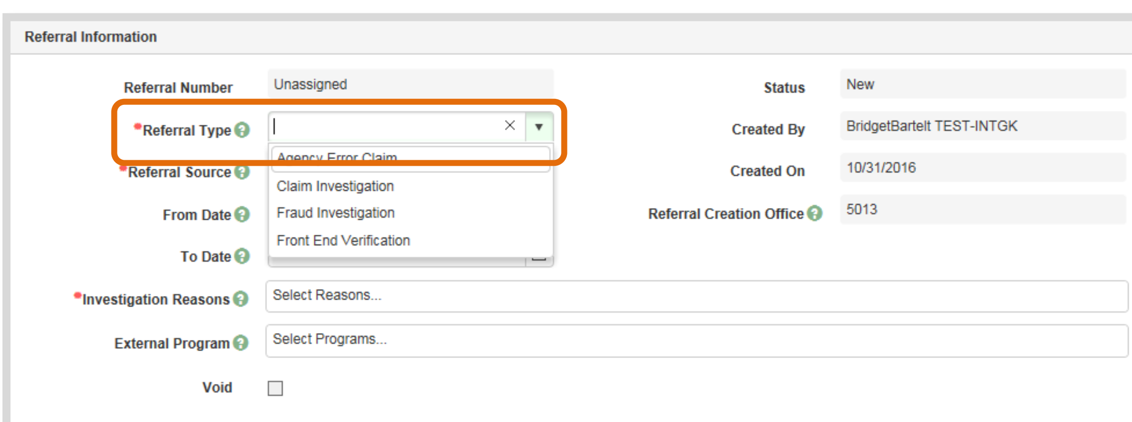


Figure 112 Referral Detail Page – Referral Information section

When Agency Error is selected as the Referral Type: the Program Area field, Claim Specialist field and Claim Created field is displayed. There is no Post Investigation for Agency Error Claim referrals.

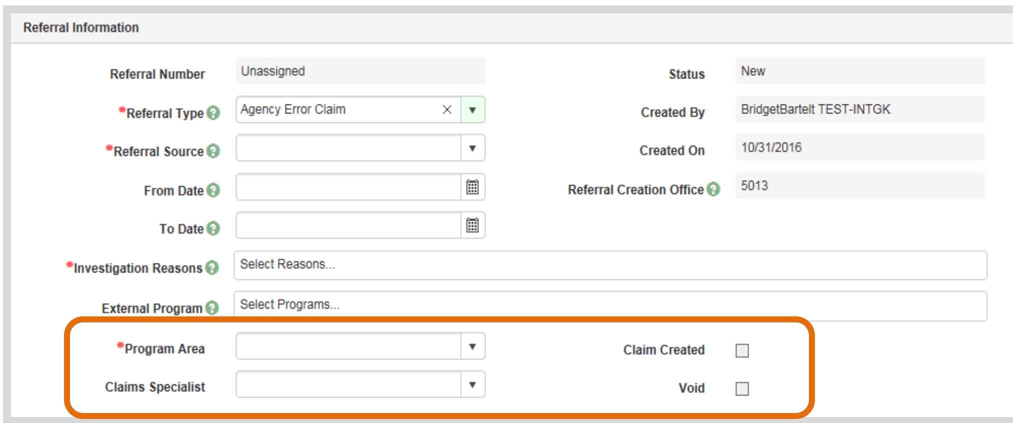


Figure 113 Agency Error Claim Referral

b. Select a Referral Source

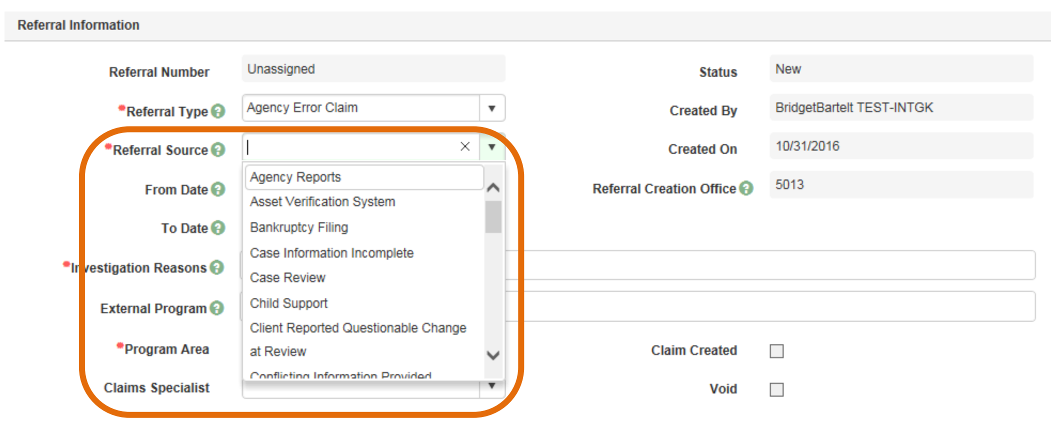


Figure 114 Referral Detail Page – Referral Information section

Notification Message *- If the Case Number entered already has an Agency Error Referral associated with it, the user will see the following notification message and be able to complete the referral. Please review* *[Referral Groups](#)*.

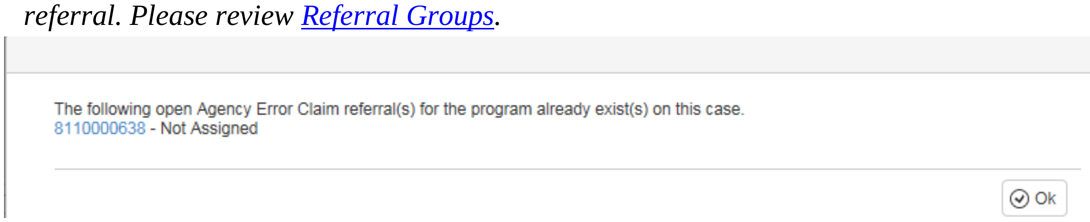


Figure 115 Referral Detail Page – Agency Error - Referral Information section

c. Set Referral Investigation Reasons to Agency Error Claim.

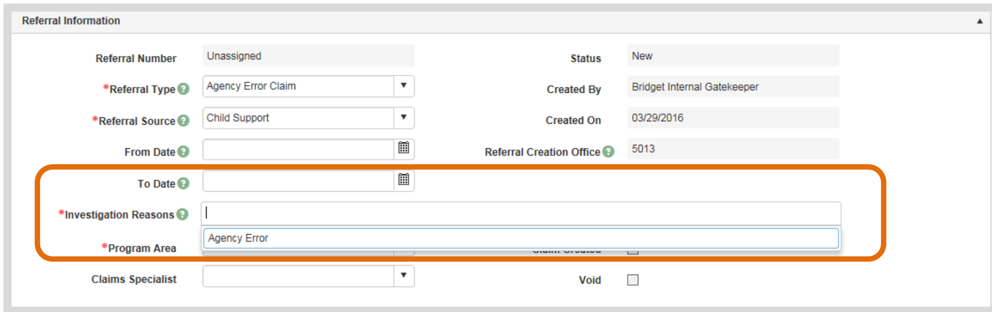


Figure 116 Referral Detail Page – Referral Information section

Agency Error is the only Investigation Reason available for selection on an Agency Error Claim Referral.

d. Select Program Area.
The Program Area field will display the valid programs on the referral.

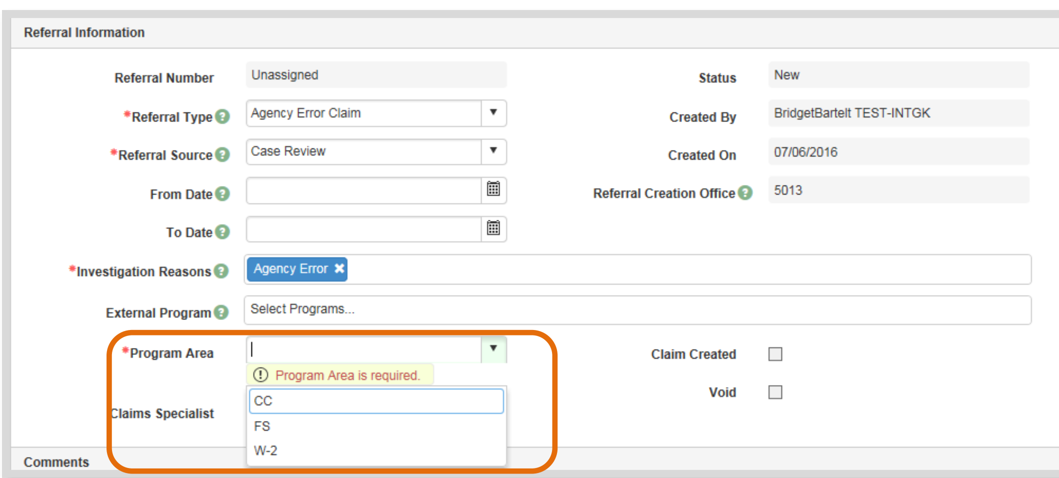


Figure 117 Referral Detail Page – Referral Information section

The Program Area field for an Agency Error Claim referral will never display MA as a program area selection. If the referral has MA in the Program Area, a gatekeeper office is still required for assignment.

III. Data Exchange (DX) Referral

Enter required fields in the Referral Information section.

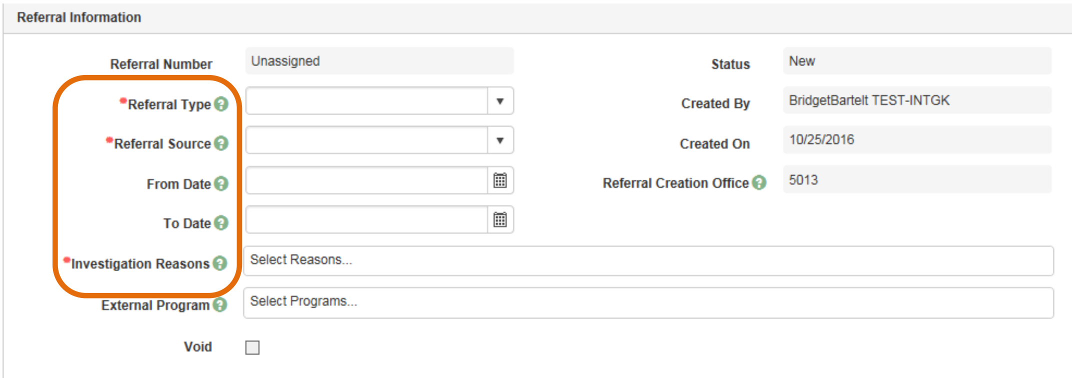


Figure 118 Referral Detail Page – Referral Information section

a. Select a Referral Type (Claim Investigation, Fraud Investigation, Front End Verification)

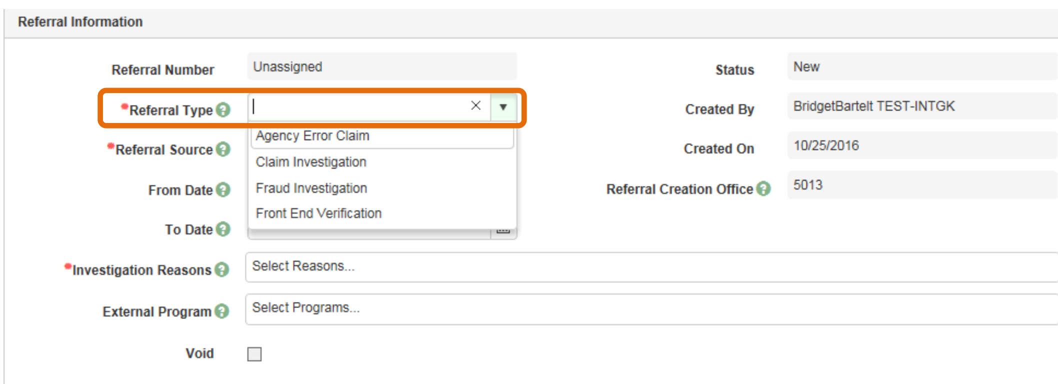


Figure 119 DX - Referral Type

b. Select one of the following Data Exchange Referral Source: Interstate UCB Match, SWICA, Prisoner Match, SOLQ, Unemployment Insurance Match, DCF PARIS Reports or DHS PARIS Reports

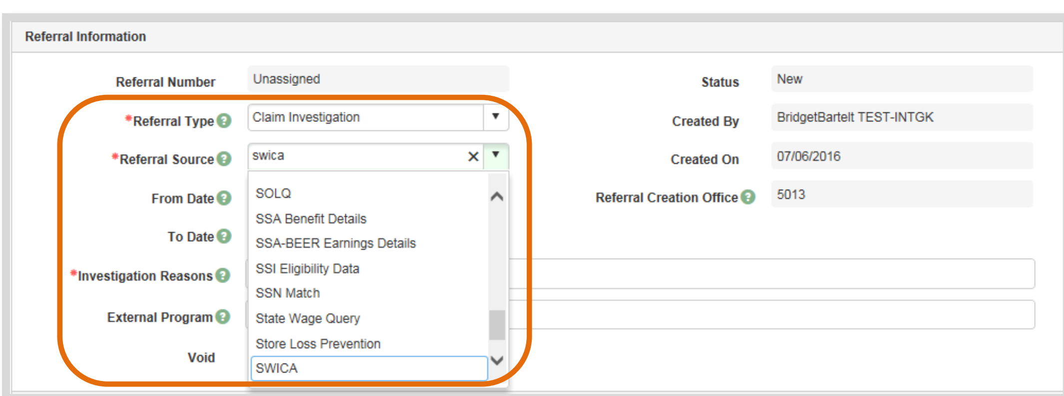


Figure 120 DX Referral Source

Notification Message*: When creating a Data Exchange referral and one already exists with the same Referral Source, the following notification message appears. This will not stop the user from completing the referral creation process.*

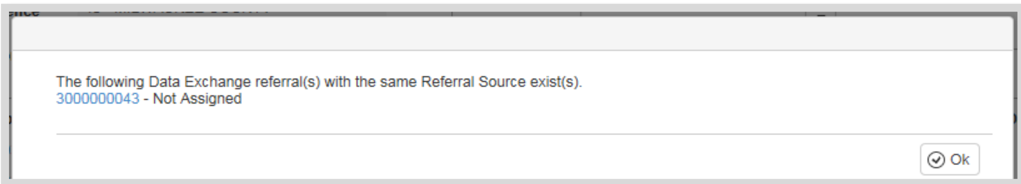


Figure 121 Referral Detail Page – Referral Information section

c. Set the Referral Investigation Reason(s). Note: more than one Investigation Reasons can be selected and added up until Investigation Complete status.

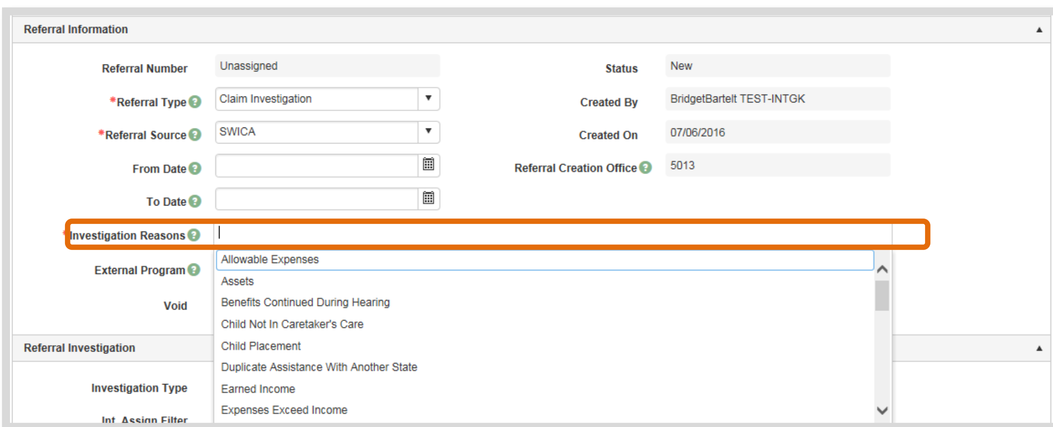


Figure 122 Referral Detail Page – Referral Information section

IV. Additional Front End Verification (FEV)
Enter required fields in the Referral Information section.

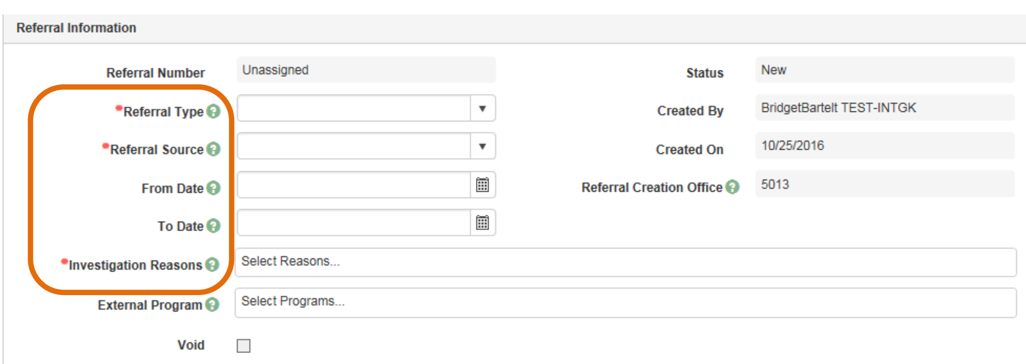


Figure 123 Referral Detail Page - Additional FEV referral

a. Set the Referral Type to Front End Verification

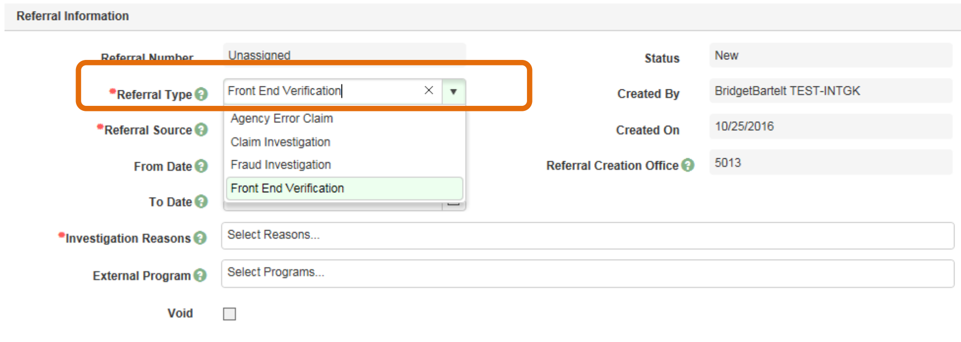


Figure 124 Referral Detail Page – Additional FEV

b. Select Referral Source: New Program

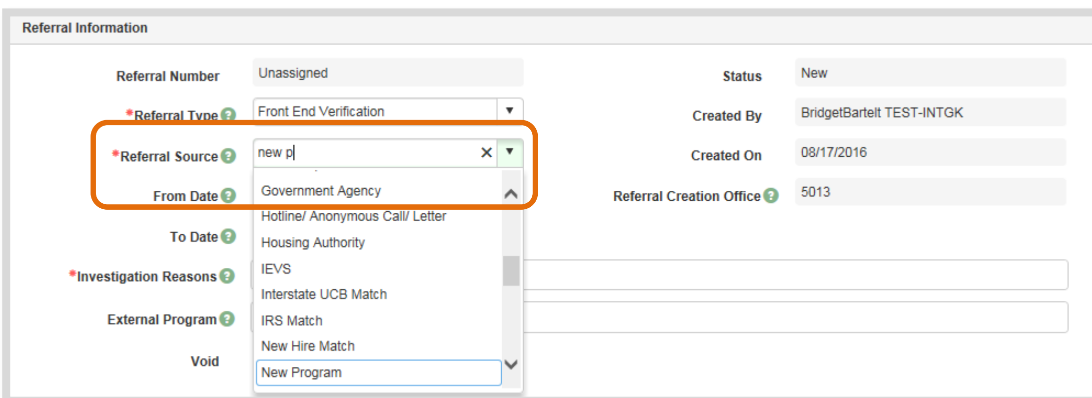


Figure 125 Referral Detail Page – Additional FEV

Notification Message: *When creating an Additional FEV referral and another one already exists with the same Referral Source, the following notification message appears. This will not stop the user from completing the referral creation process.*

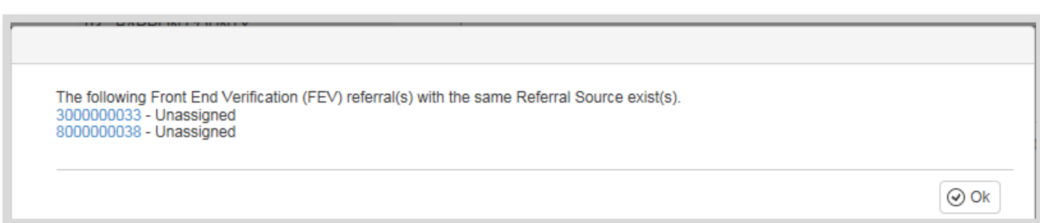


Figure 126 Referral Detail Page – Referral Information section

c. Set the Referral Investigation Reason(s). Note: more than one Investigation Reasons can be selected and added up until Investigation Complete status.

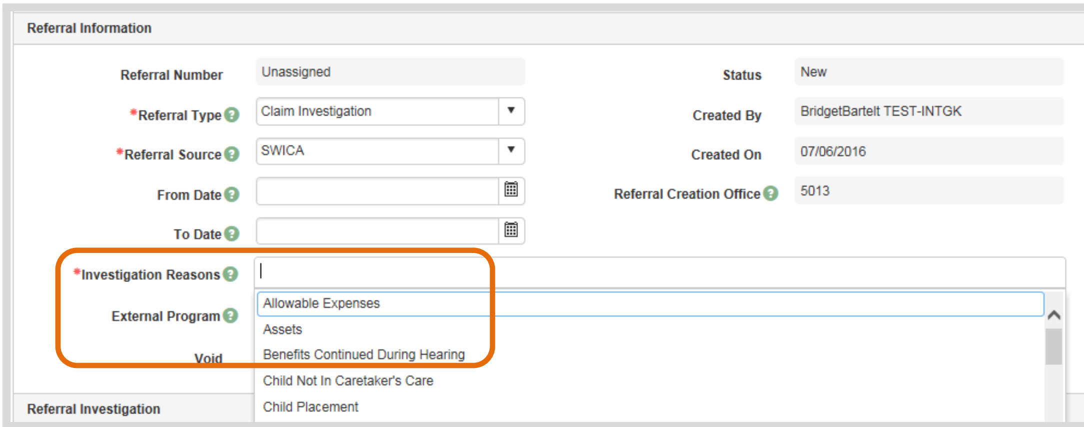


Figure 127 Referral Detail Page – Referral Information section

Step 4 Enter a Comment

A comment is a required field during the initial referral creation process. It must include details on why the referral is being created and/or other pertinent information.

For additional information on comments see Comment.

Figure 128 Referral Detail Page –Comment sections

Step 5 Save the Referral

I. After all required information has been entered, select Save from the Navigation Bar. The Save button will have a red explanation point indicating the new referral will need to be saved in order to move to the next Step(s).

Figure 129 Action Toolbar

Error message: *An Error message displays when attempting to "Save" the referral before all required information is entered. The missing field(s) will need to be completed before the new referral can be saved:*

- *Please enter at least one valid Program Gatekeeper Office.*
- *Add a comment before saving the referral.*
- *Referral type is required*
- *Referral source is required.*
- *Investigation Reason(s) is required.*

Figure 130 Referral Detail Page - Error Message

Any required fields left blank will display an error message below the missing field. (Comments/Program Gatekeeper Office do not display this message)

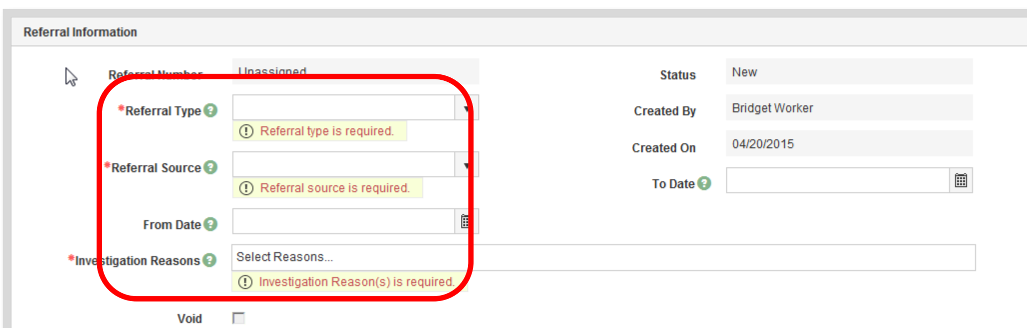


Figure 131 Referral Detail Page

I. Once the referral is saved, the user will then be brought back to the BRITS Home page and the status of the referral becomes "Not Assigned." The home page displays a banner stating the referral has been saved along with the referral number and will appear in the Recent Activity grid.

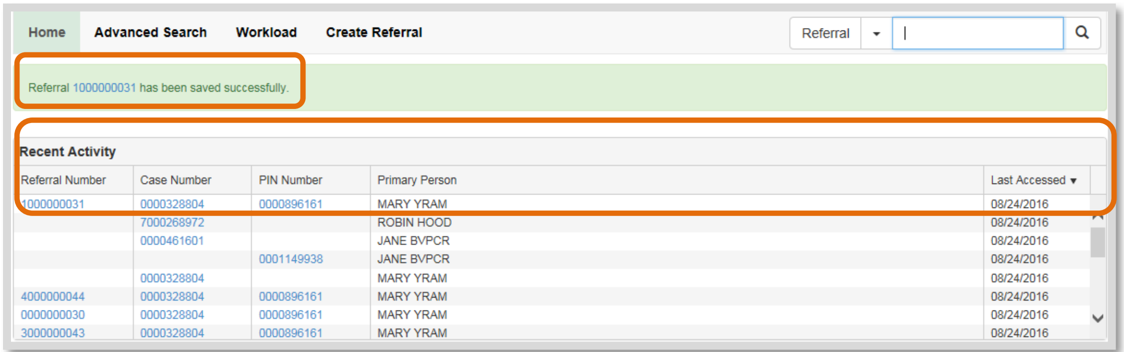


Figure 132 Home Page – Recent Activities

15.2 Additional Fields

Some fields on the Referral Detail page can be added at any time before closing the referral, including creation. These fields include: External programs, Dual State(s) information and Documents. Please see additional sections on entering data into the fields.

15.3 Additional Options

1. To Cancel referral creation
   There are two ways to cancel a referral before saving: Select the Refresh or the Go Back button.

   a. Refresh
      Select the Refresh button before completing the referral. A confirmation message is displayed. After selecting "Leave this page" all entered data is removed and a blank referral page remains.

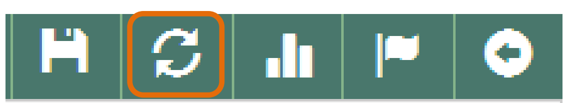


Figure 133 Action Toolbar – Refresh Page

   b. Go Back
      To go back select the back arrow button on the navigation bar. A confirmation message is displayed. After selecting "Leave this page" the user is taken to their previous page.

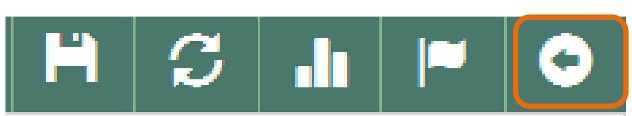


Figure 134 Action Toolbar – Go Back

2. Confirmation Message
   When cancelling a referral through the Refresh or Go Back method, the Confirmation Message prompts the user to confirm that the user wants to leave the page. The referral is not created.

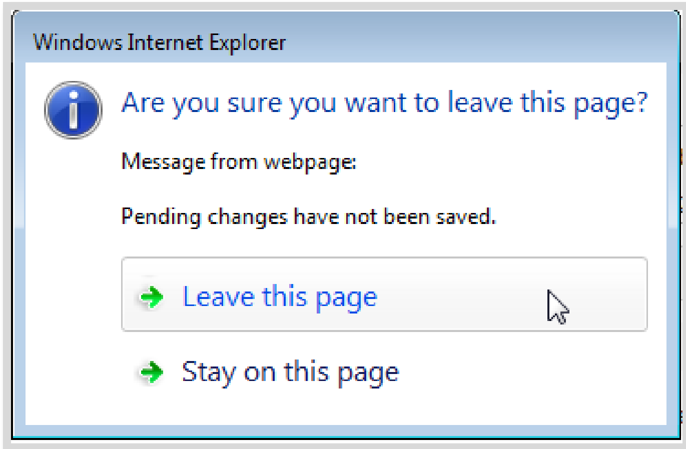


Figure 135 Pop-up Message for Navigation away

Selecting another tab or the Logout button will display the same pop-up message.

16.Updating a Referral

Purpose: Referrals can be updated at different stages and by different users. For more information on who can update a referral please see Roles.

Required Fields: Not all referrals are required to be updated.

16.1 Update the Referral Detail Page before Assignment

Depending on a Referral Type and user privileges the following fields can be changed or updated:

- Program Gatekeeper Office
- Dual State(s) Information
- Referral Type
- Referral Source
- Investigation Reasons
- From Date
- To Date
- External Program
- Investigation Type
- Int. Assign Filter
- Comments
- Documents

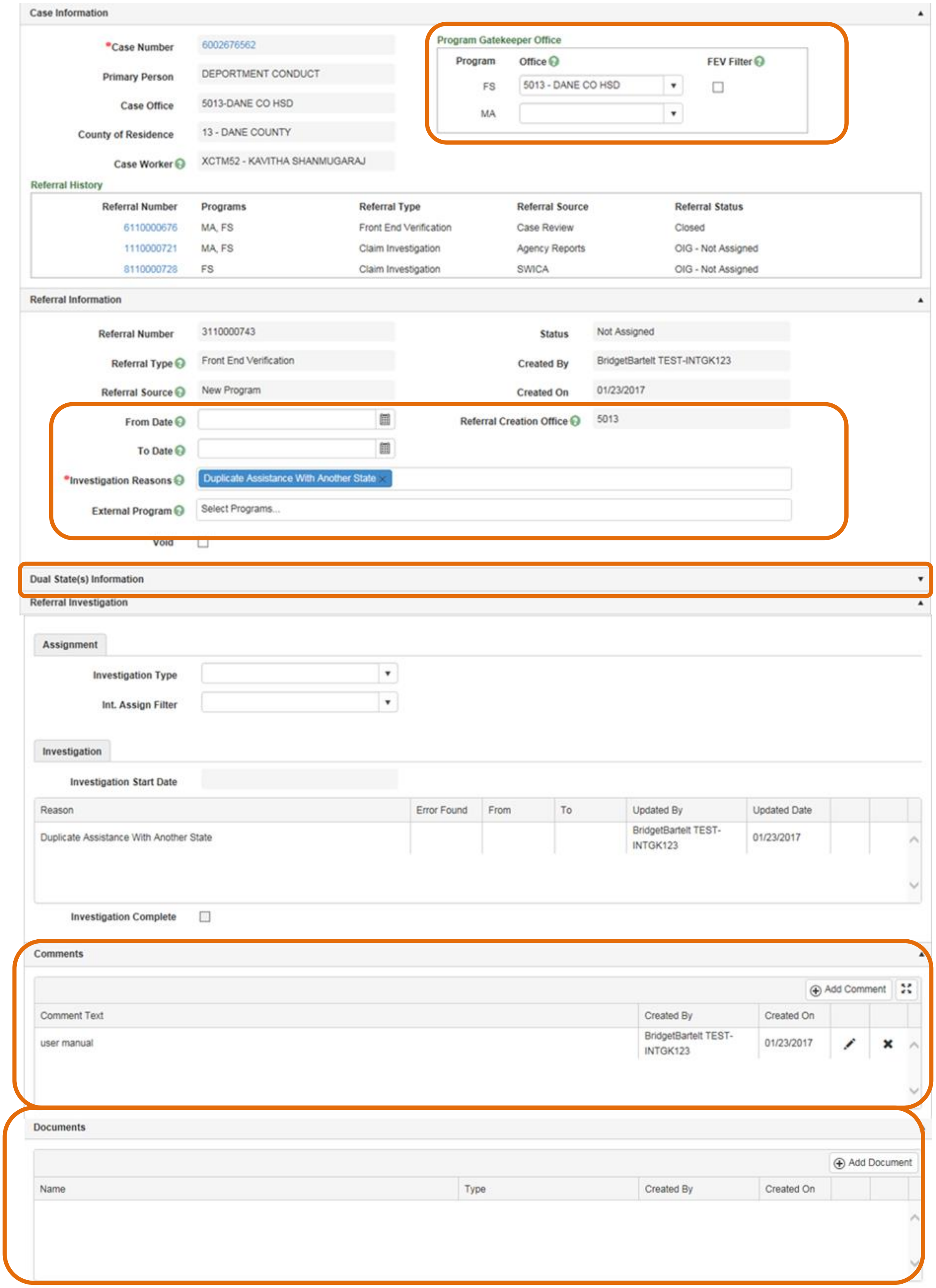


Figure 136 Referral Detail Page

Step 1 Change a field
Select the field the user wants to update/change/delete. (Fields that an updated are listed below)

A. Case Information Section
   The Program Gatekeeper Office fields can be updated, deleted and added until the referral is assigned.

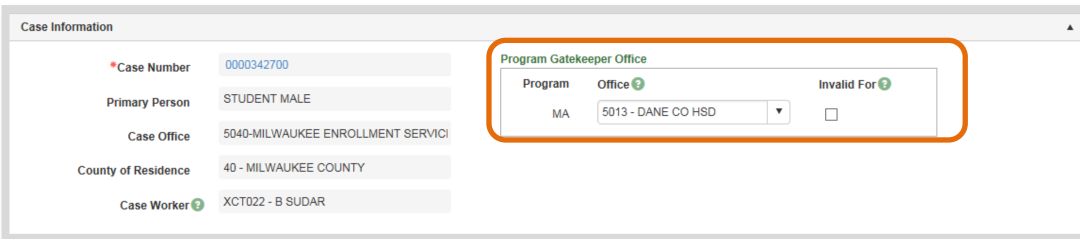


Figure 137 Referral Detail Page - Program Gatekeeper Office

B. Referral Information section
   - Standard Referrals have the following fields available for updating: Referral Type, Referral Source, From Date, To Date, Investigation Reason and External Program. The following field can be deleted: From Date, To Date and External Programs.

   - Data Exchange (DX) Referral Option the following fields are available for updating: Referral Type, From Date, To Date, Investigation Reason and External Program. The following fields can be deleted: From Date, To Date and External Programs.

   - Additional Front End Verification (FEV) Referral Option the following fields are available for updating: From Date, To Date, Investigation Reason and External Program. The following field can be deleted: From Date, To Date and External Programs.

   - Agency Error Claim Referral Option the following fields are available for updating: Referral Type, Referral Source, From Date, To Date, Investigation Reason, External Program and Program area. The following fields can be deleted: From Date, To Date and External Programs.

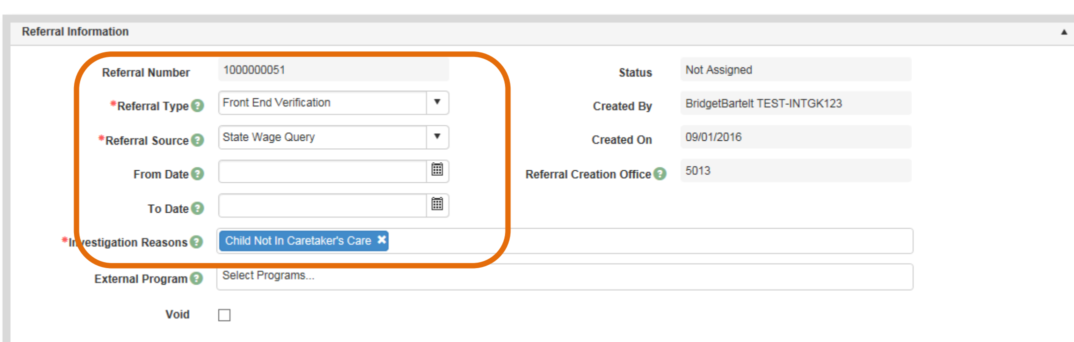


Figure 138 Standard Referral Detail Page – Referral Information Section

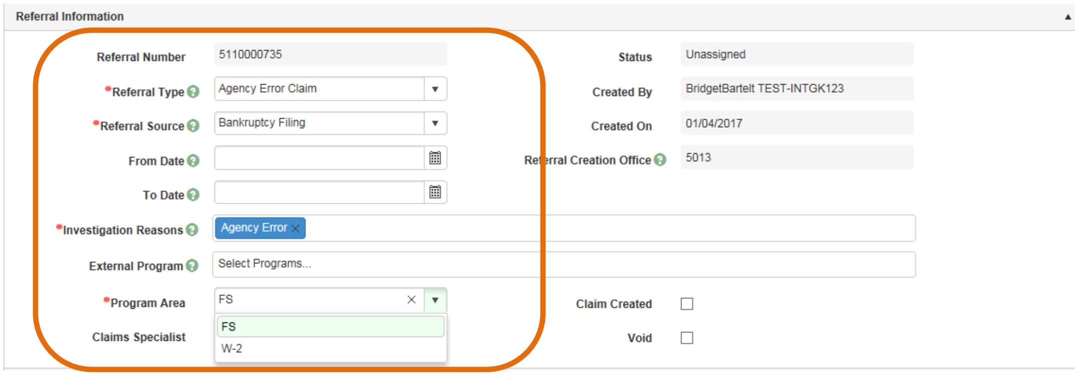


Figure 139 Agency Error Referral Detail page

C. Dual State(s) Information

The Dual State(s) Information section can be updated by any user who can access the referral. To add/edit/delete a Dual State, expanded the collapsed section.

Figure 140 Dual State(s) Information section

Step 1: Select the State drop-down to view the listed of available states for selection.

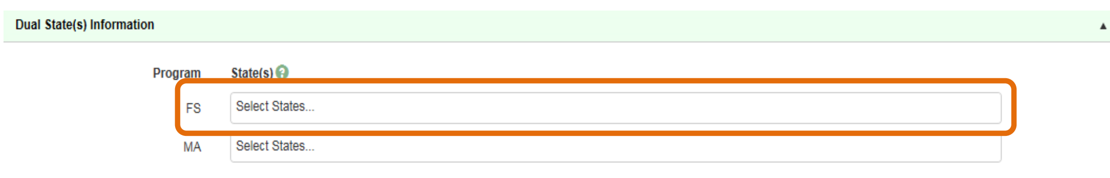


Figure 141 State(s) field

Step 2: To select a state(s), select the drop down and select the state(s).

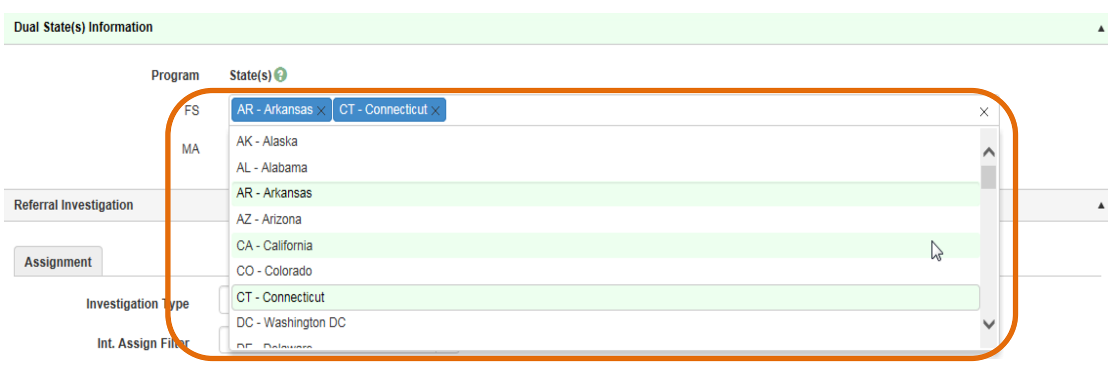


Figure 142 To select a Dual State

Step 3: To remove a state, select the “x” at the end of the state’s name. To remove all states select the “x” at the end of the field.

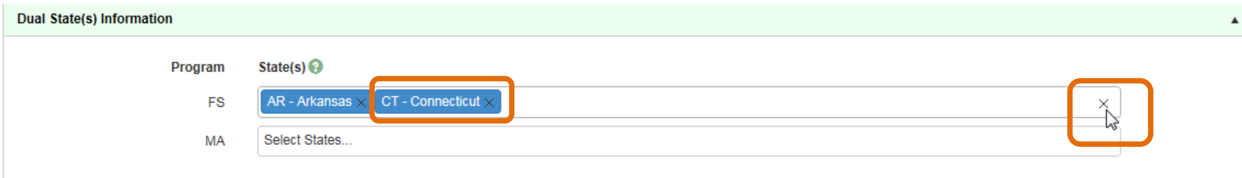


Figure 143 Remove a Dual state

D. Referral Investigation

Referrals can only be assigned by Gatekeepers, State Limited users and Help-Desks.

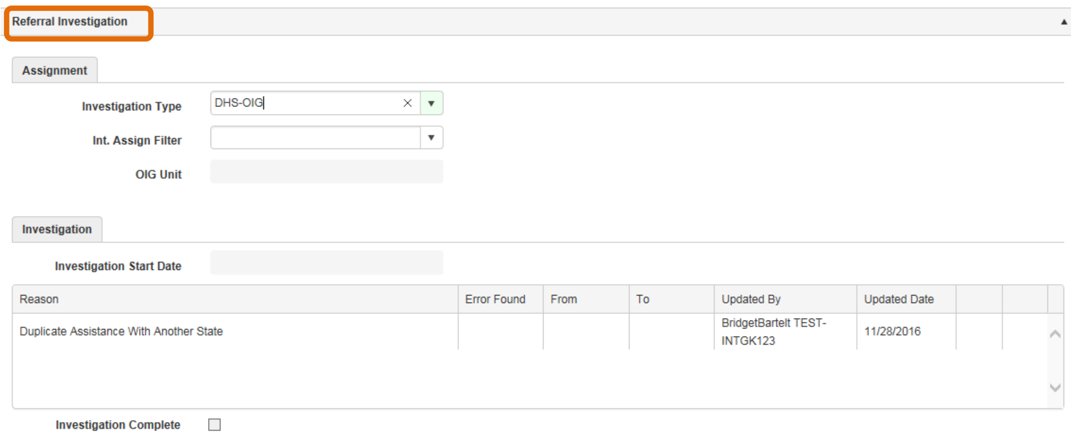


Figure 144 Referral Detail Page – Referral Investigation Section

E. Comments

Depending on user privileges, comments can be added at any time. For editing and deleting see Comment.

Figure 145 Referral Detail Page - Comments

F. Documents

Depending on user privileges, documents can be added at any time. For editing and deleting see Document.

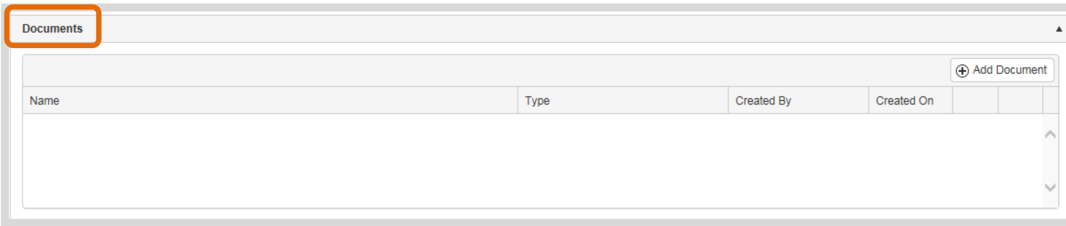


Figure 146 Referral Detail Page - Documents

Step 2 Remove the current information
Once selected, eliminate the current selection by either selecting the data and pressing delete or using the 'X" on the field after selecting the field.

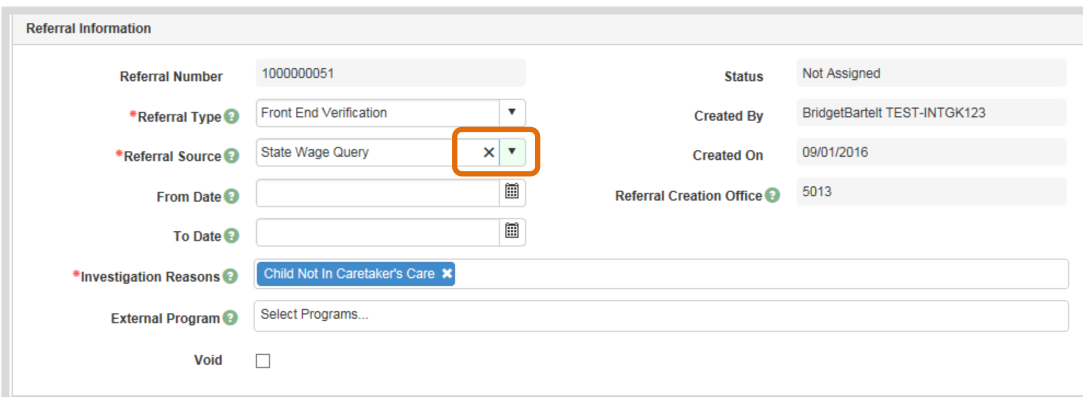


Figure 147 Referral Detail Page - Remove a selection

Step 3 Enter new information
If the field is not required, a user can save the referral after eliminating the information. If the field is required then a selection must be made and the new information must be entered.

Step 4 Save the Referral

A user must select the Save button for any changes to take effect on the referral.

16.2 Update the Referral Detail Page after assignment

Depending on a Referral Type and user privileges the following fields can be changed or updated:

- Non-Int. Assign Filter Program Gatekeeper Office
- Referral Type
- Referral Source
- Investigation Reasons
- From Date
- To Date

- External Programs
- Dual State(s) Information
- Program Area
- Claims Specialist
- Investigation Type
- Int. Assign Filter
- Investigator
- Add New
- Comments
- Documents

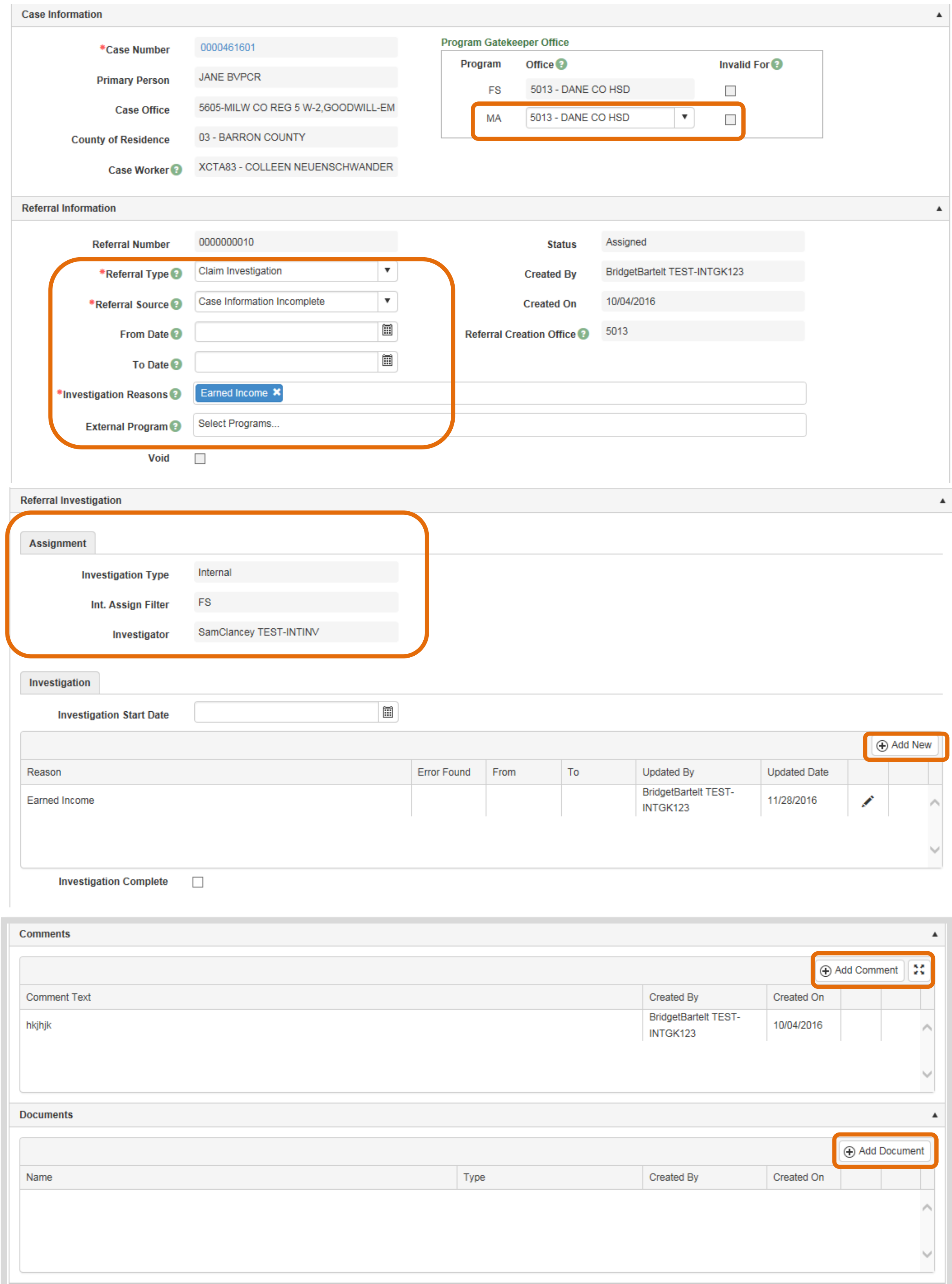


Figure 148 Referral Detail Page – Updatable Sections

Step 1 Select the field the user want to be changed
Select the field the user wants to update/change/delete. (Fields that an updated are listed below)

A. Case Information Section
Any non-Int. Assignment Filter (IAF) Program Gatekeeper Office fields can be updated.

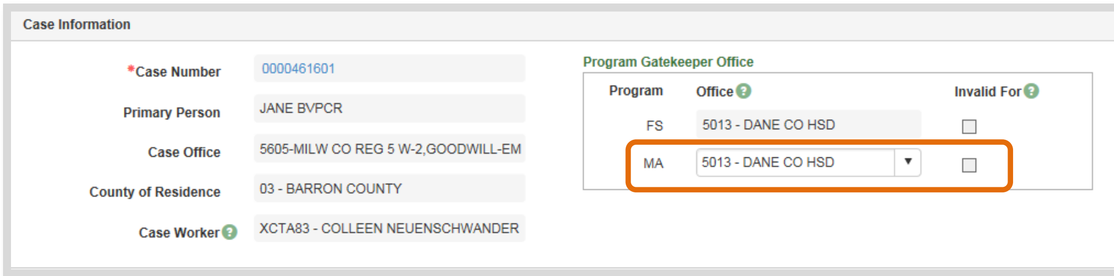


Figure 149 Referral Detail Page - Update/Change Program Gatekeeper Office

B. Referral Information section

- Standard Referral Option the following fields are available for updating: Referral Type, Referral Source, From Date, To Date, Investigation Reason and External Program. The following field can be deleted: From Date, To Date and External Programs.

- Data Exchange (DX) Referral Option the following fields are available for updating: Referral Type, From Date, To Date, Investigation Reason and External Program. The following field can be deleted: From Date, To Date and External Programs.

- Additional Front End Verification (FEV) Referral Option the following fields are available for updating: From Date, To Date, Investigation Reason and External Program. The following field can be deleted: From Date, To Date and External Programs.

- Agency Error Claim Referral Option the following fields are available for updating: Referral Type, Referral Source, From Date, To Date, Investigation Reason, External Program, Program area and Claim Specialist. The following field can be deleted: From Date, To Date and External Programs.

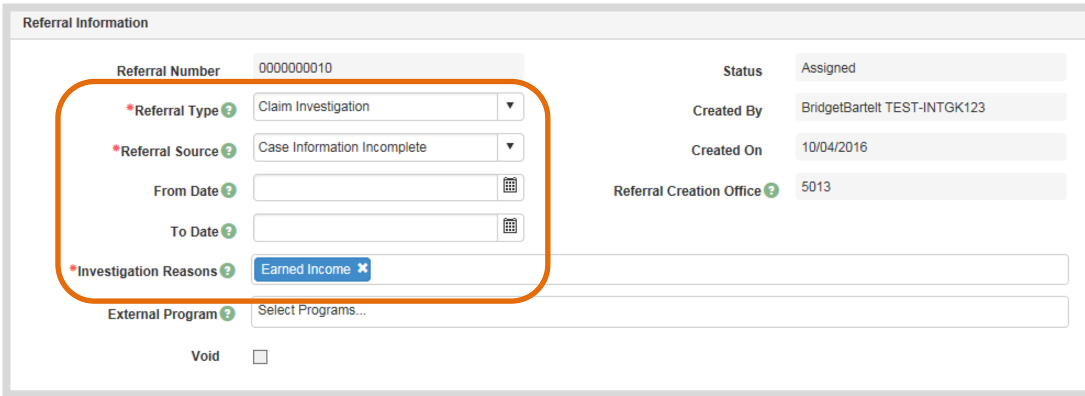


Figure 150 Referral Detail Page - Update/Change Referral Information Section

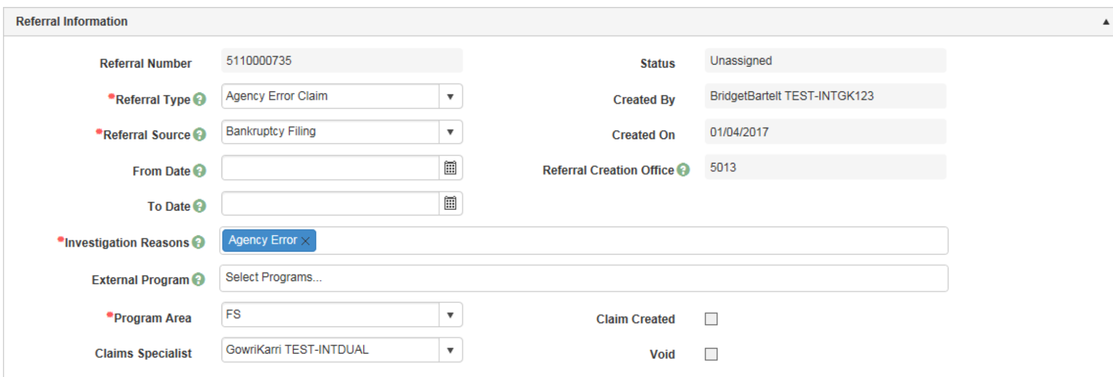


Figure 151 Agency Error Referral Detail page

C. Dual State(s) Information
For more information on Dual State(s), review Updating a referral before Assignment.

D. Referral Investigation

- Referrals can only be reassigned by Gatekeepers, State Limited users and Help-Desks.
- The Add New button is available for Investigators and State Limited users when they are assigned.

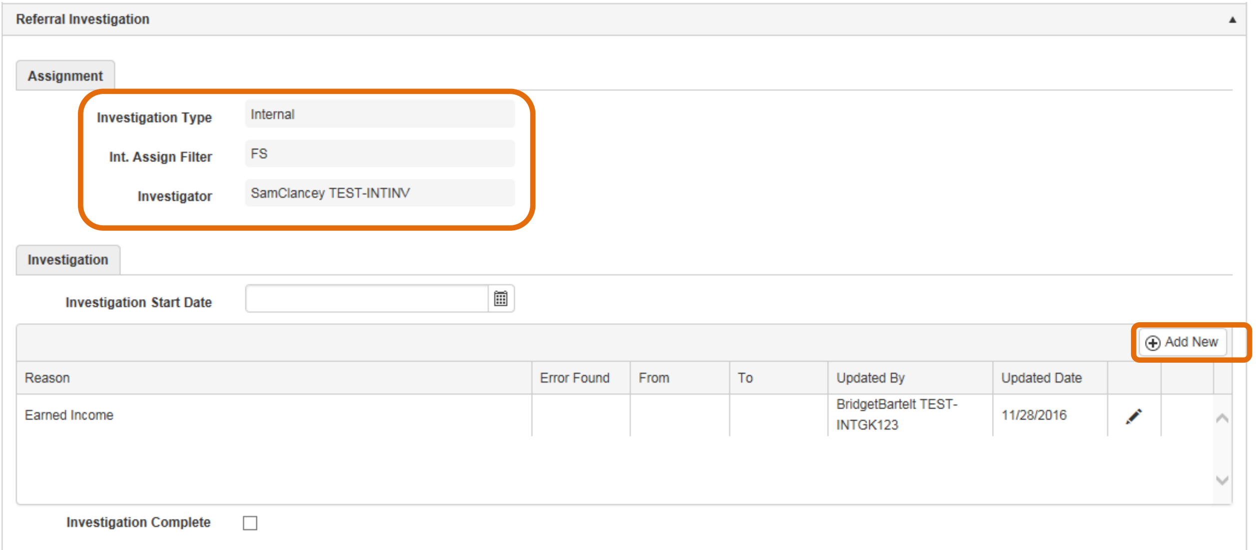


Figure 152 Referral Detail Page - Update/Change Referral Investigation Section

E. Comments

Depending on user privileges, comments can be added at any time. For editing and deleting see Comment.

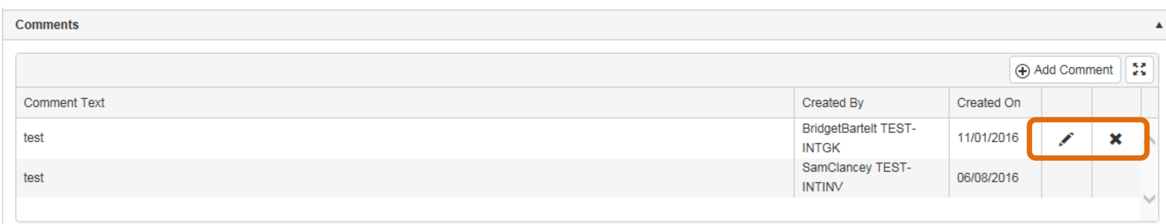


Figure 153 Referral Detail Page - Updates/Changes

F. Documents

Depending on user privileges, documents can be added at any time. For editing and deleting see Document.

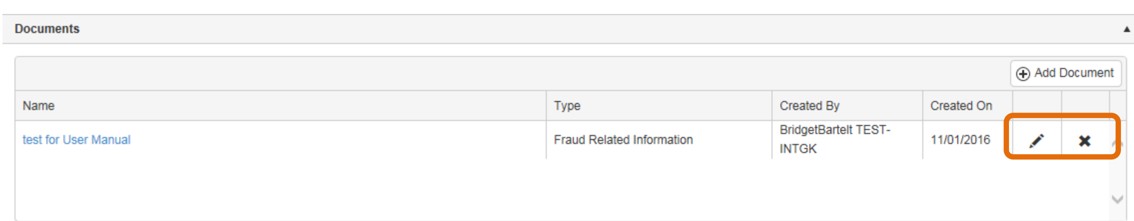


Figure 154 Referral Detail Page - Update/Changes

Step 2 Remove current information
Once selected, the user can eliminate the current selection by either selecting the data and pressing delete or using the ‘X” on the field when the user hovers over or in the field.

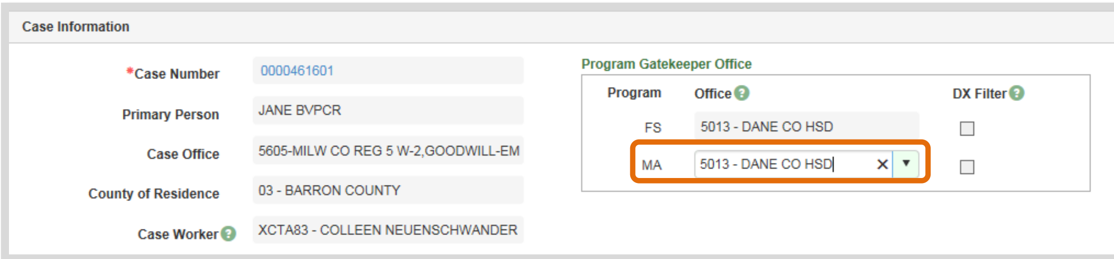


Figure 155 Referral Detail Page – Remove Case Information Section

Step 3 Enter new information
If the field is not a required field a user can save after eliminating the information. If the field is required then a selection must be made and the new information entered.

Step 4 Save the Referral
A User must select the Save button for any changes to take effect.

16.3 Invalidate a Program

Only Gatekeeper/OIG Unit Gatekeeper who are authorized for a program area in the selected offices/units have the ability to invalidate a program during the creation process or on any Unassigned and Not Assigned referral. OIG Unit Investigator can only invalidate FS and MA programs during the referral creation process. The Invalid For field must be selected to invalidate a program.

Step 1 Select a program area to invalidate
Based on a user’s credentials, only program area(s) with a white checkbox next to it can be invalidated by the user.

Before selecting Invalid for:

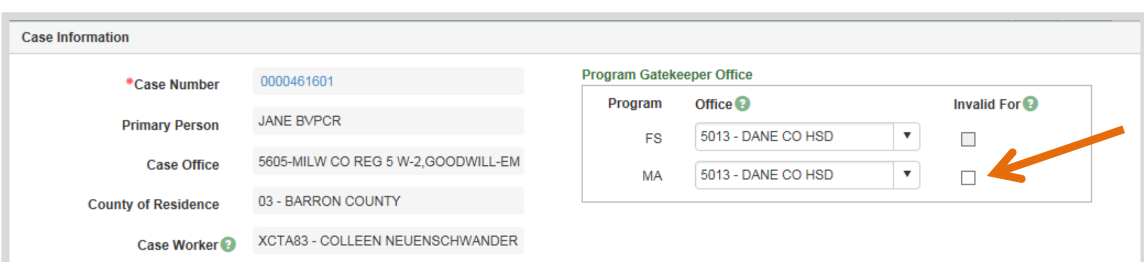


Figure 156 Referral Detail Page – Invalidate a Program Gatekeeper Office

Step 2 Check the box next to the program area

Based on a user's security credentials, when a user selects a program to invalidate, the checkmark(s) becomes visible in the selected box.

***After selecting Invalid for*:**

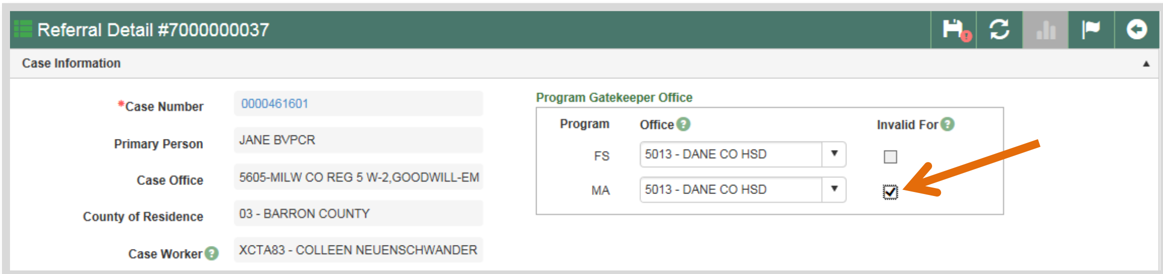


Figure 157 Referral Detail Page – Invalidate a Program Gatekeeper Office

- Unable to invalidate greyed boxes. A box may be greyed out because it is the Int. Assign Filter program area, it has been assigned in Post Investigation or the Gatekeeper is not authorized for the office and program area combination.

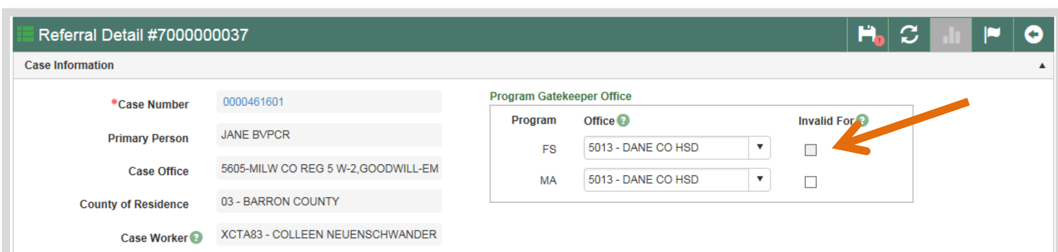


Figure 158 Referral Detail Page – Unable to Invalidate Greyed Boxes

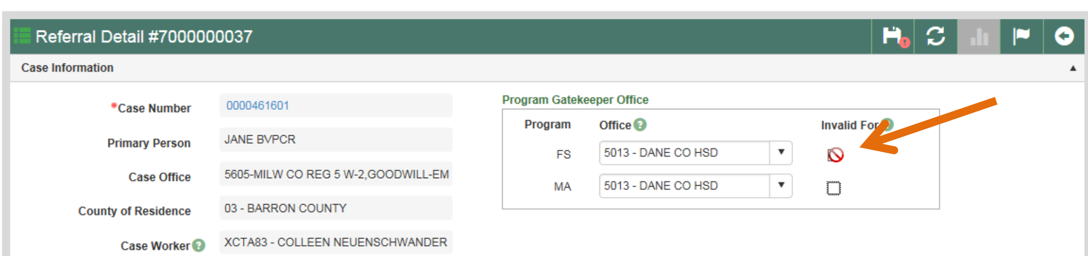


Figure 159 Referral Detail Page – Not Authorized to Invalidate

Step 3 Add a Comment
For Steps on adding a comment please see Comments.

Step 4 Save the referral

16.4 Filter a Program

Only Data Exchange (DX) and Additional Front End Verification (FEV) referrals have the ability to filter a program on a referral. The process for filtering marks the program as not active for this investigation. The Filtered function for a program area must be selected to filter a program.

Step 1 Select a program area to Filter
Based on a user's security credentials, only a program area(s) that have a white box next to it can be filtered by a user.

DX Filter

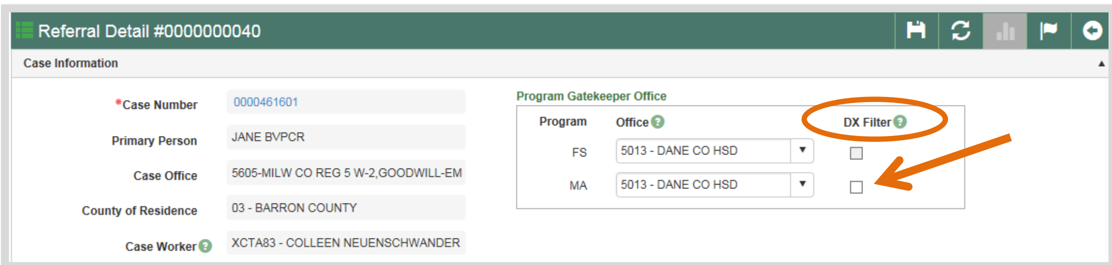


Figure 160 Referral Detail Page – Filter a DX Program Gatekeepers Office

Additional FEV Filter

Figure 161 Referral Detail Page – Filter an Additional FEV Program Gatekeepers Office

Step 2 Select the checkbox of the program area the user wants to filter
Based on a user's security credentials, when a user selects a program to filter, the checkmark(s) becomes visible in the selected box.

DX Filter

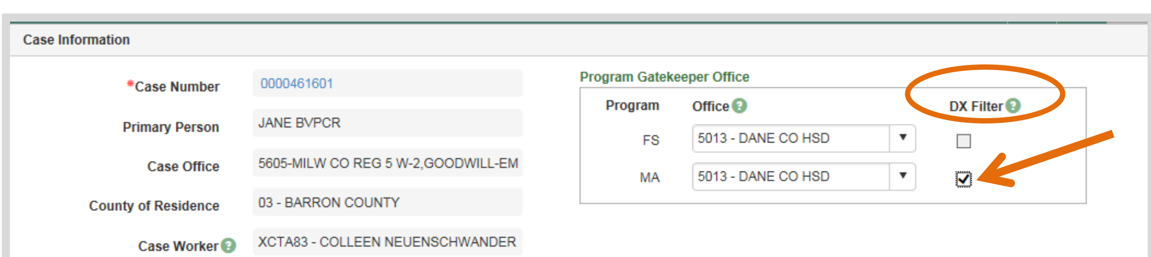


Figure 162 Referral Detail Page – Filtered MA Program Gatekeeper Office

Additional FEV Filter

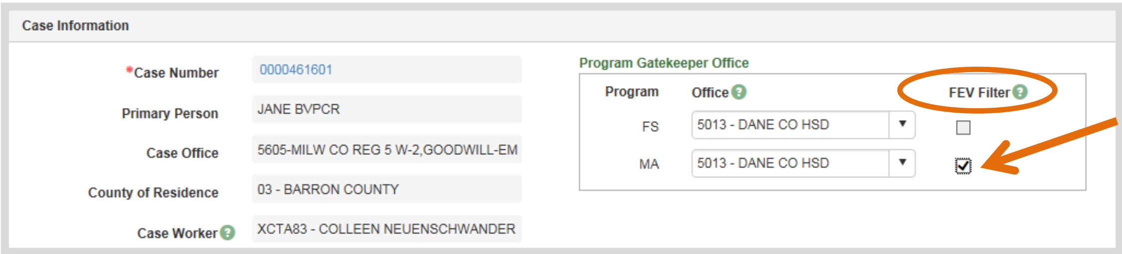


Figure 163 Referral Detail Page – Filtered MA Additional FEV Program Gatekeeper Office

Step 3 Add a comment
For Steps on adding a comment please see Comments.

Step 4 Save the referral

16.5 Remove an Invalidation or Filter

To remove invalidation selection prior to Investigation assignment, and based on a user's security credentials, a user can unselect the checkmark on a Not Assigned or Unassigned referrals where they are the valid Gatekeeper for the program area. When removing the Filter from a program, any gatekeeper can unselect the filtered program area.

Step 1 Select the program to unselect

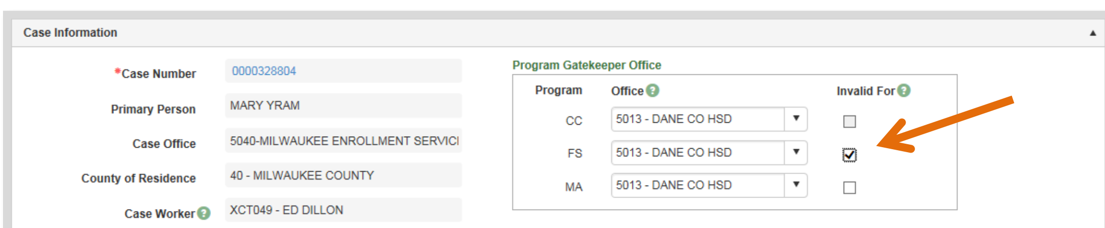


Figure 164 Referral Detail Page – Remove an Invalidation Check Mark

Step 2 Select the check mark
The checkmark is removed.

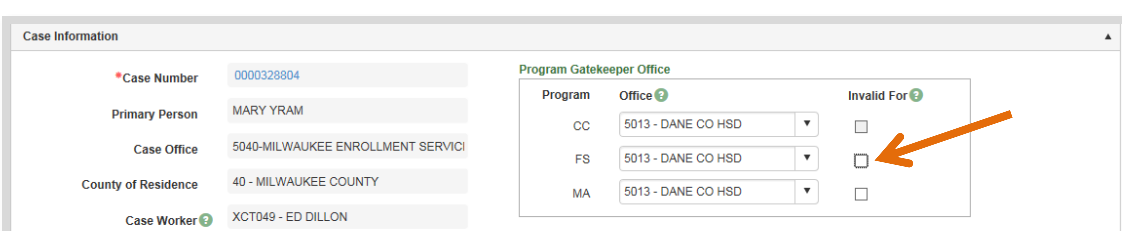


Figure 165 Referral Detail Page – Remove an Invalidation Check Mark

Step 3 Enter a comment
For Steps on adding a comment please see Comments.

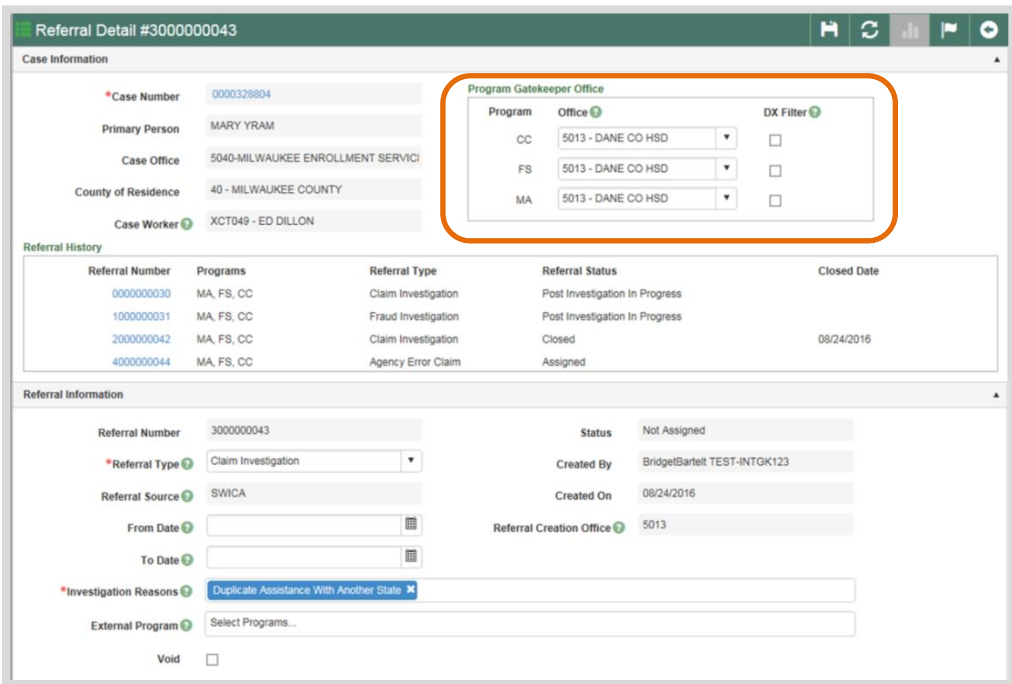
Step 4 Save the referral

A program cannot be invalidated when a Referral is in an ***Assigned*** or ***Investigation In Progress*** status. For information on setting “Program Invalid” during Post Investigation, see 20 Post Investigation Claim Determination and 21 Post Investigation Fraud Determination.

17.Referral Assignment

Purpose: Allows Gatekeepers to review the submitted referral and determine if it merits an investigation. If so, the Gatekeeper assigns the referral to their program area and designates an Investigator. If not, the Gatekeeper can invalidate the referral for their program area(s). All assignments are performed in the Referral Investigation section. For more information on who can assign a referral please see Roles.

Required Fields: The Investigation Type and Int. Assign Filter (IAF) fields are required for all assignment Types (Internal, External, PACU and DHS-OIG)



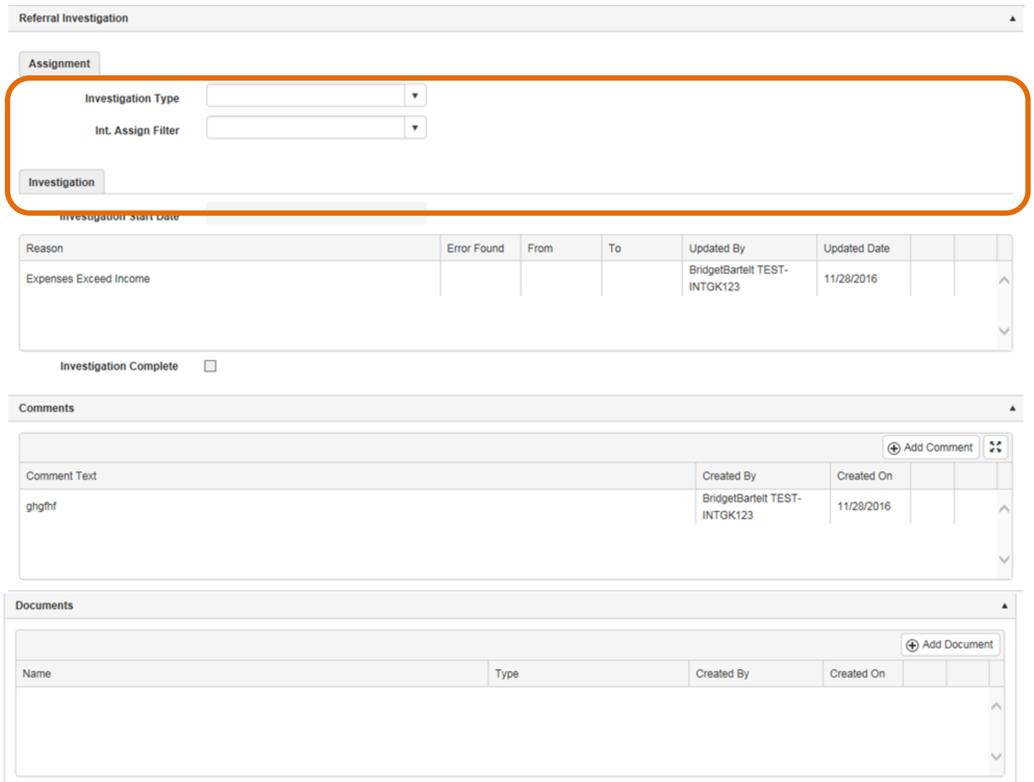


Figure 166 Referral Detail Page – Assignment

17.1 Agency Error Claim Assignment

Step 1 Enter all Program Gatekeeper Offices

In the Case Information section, enter all the Program Gatekeeper Offices.

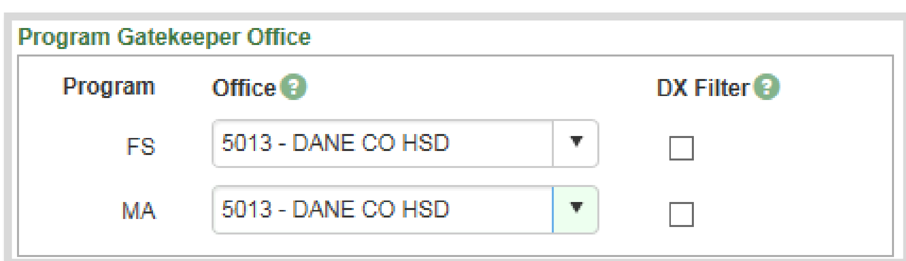


Figure 167 Referral Detail Page – Agency Error Assignment - Program Gatekeeper Office Selection

Not sure which Program Gatekeeper Office to select? Select the same office as the Case Office.

Step 2 Assign the Investigator/Claim Specialist
For Agency Errors, the Referral Information section provides a method for the Gatekeeper to assign the referral to a Claim Specialist.

The user selects a name from the drop down list of Claim Specialists available in the Gatekeeper's Office associated with the program(s) selected in the Program Area field.

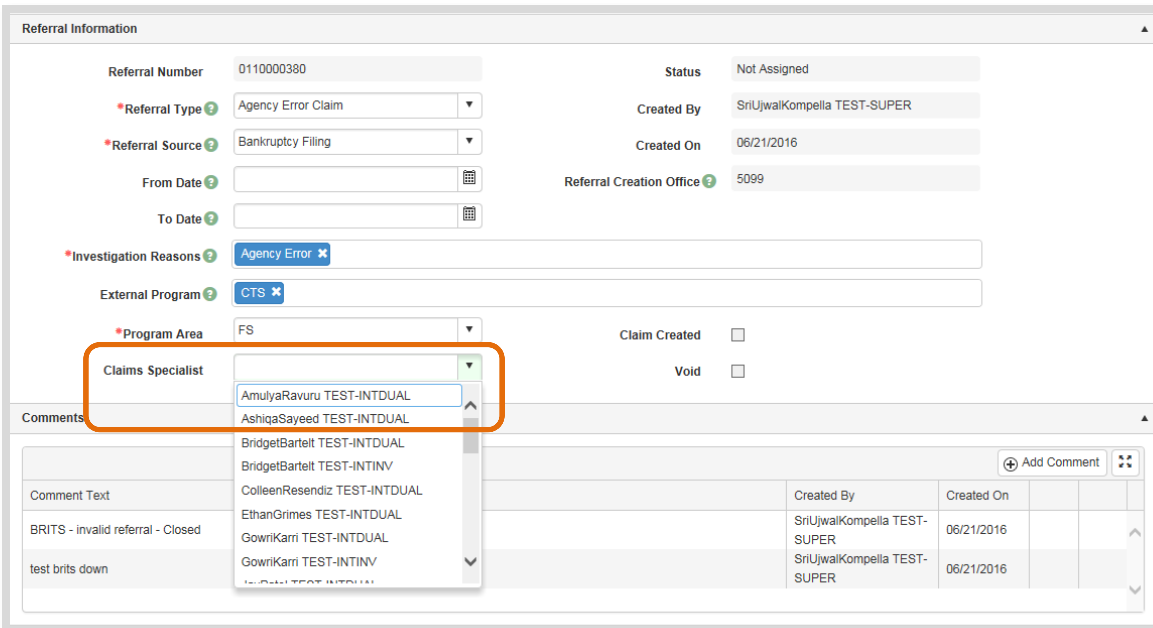


Figure 168 Referral Detail Page – Referral Investigation Selection

Step 3 Save the referral

17.2 Standard Referral Assignment

A Standard Referral includes the following referral Types: Claim Investigation, Fraud Investigation and Front End Verification.

> *After creation of a referral, Multi-Role users need to save the referral before they can assign a referral.*

17.2.1 Assigning an Internal Investigator

The Investigation Type field provides a method for a Gatekeeper to assign the referral to an Internal Investigator. The Required Fields are: Investigation Type, Int. Assignment Filter and Investigator.

Step 1 Enter all Program Gatekeeper Offices
In the Case Information section, enter all the Program Gatekeeper Offices.

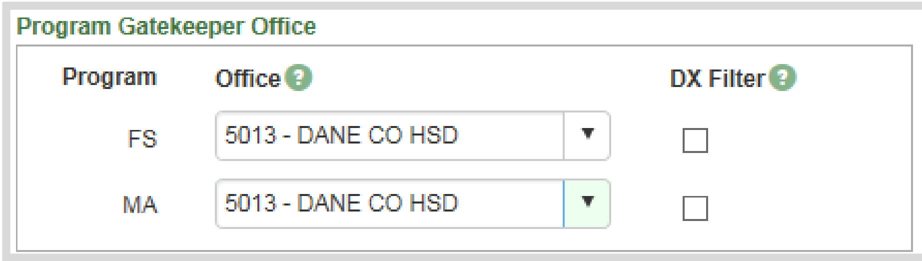


Figure 169 Referral Detail Page – Internal Assignment - Program Gatekeeper Office Selection

Not sure which Program Gatekeeper Office to select? Select the same office as the Case Office.

Step 2 Set the Investigation Type to Internal

In the Referral Investigation – Assignment sub-section enter the Investigation Type and all required fields. There are four ***Investigation Types***: Internal, External, PACU and DHS-OIG. Depending on the users role the Investigation Type list may not contain all four Investigation Types.

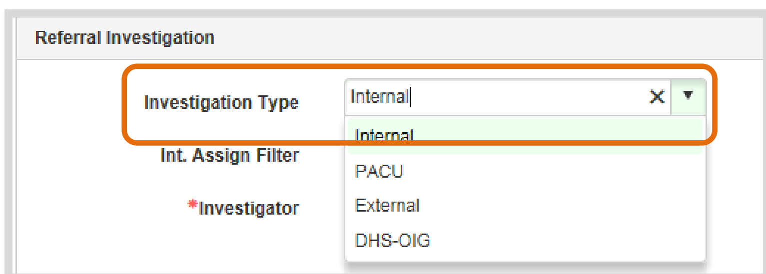


Figure 170 Referral Detail Page – Internal Assignment - Investigation Type Selection

Step 3 Set the Int. Assign Filter (IAF)

All valid program(s) are listed in the Int. Assign Filter field when the Gatekeeper is an authorized Gatekeeper for that program office combination. For example, a Gatekeeper in Dane County may have access to MA and FS, those programs are listed in the drop down box. A selection is required to proceed with assignment.

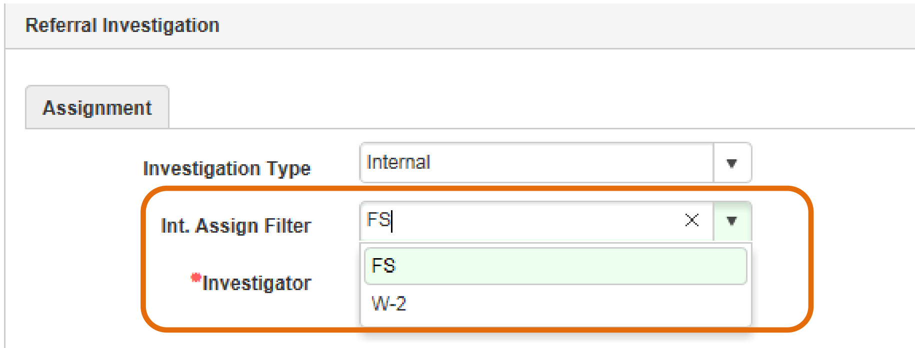


Figure 171 Referral Detail Page – Internal Assignment - Int. Assign Filter Selection

The Int. Assign Filter (IAF) helps determine the investigator list.

Step 4 Assign an Investigator

The Gatekeeper selects a name from the drop down menu of Investigators available in the Gatekeeper's Office associated with the program area selected in the Int. Assign Filter.

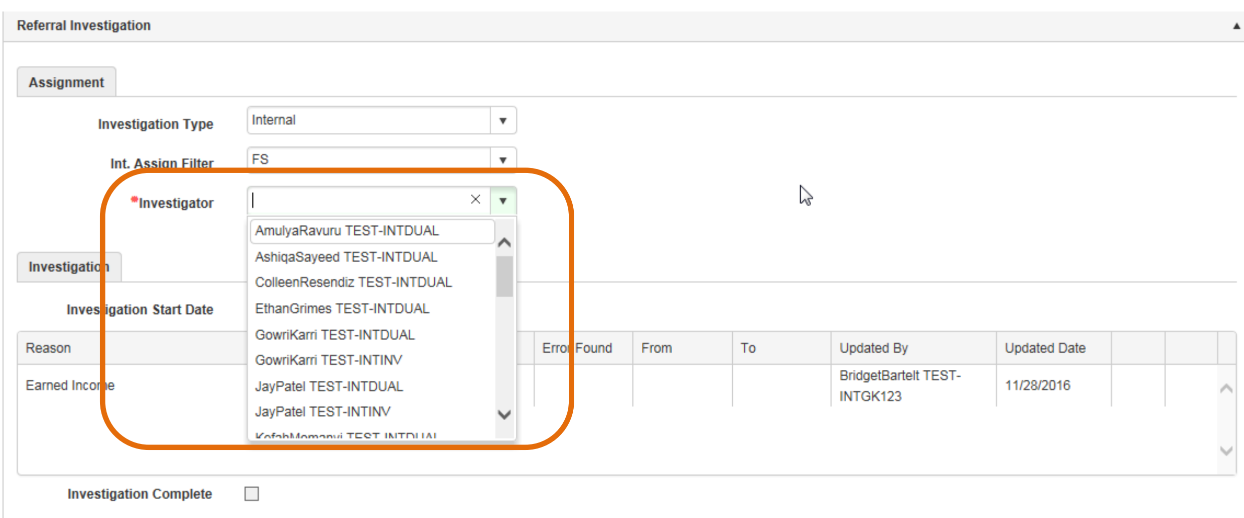


Figure 172 Referral Detail Page – Internal Assignment - Investigator Selection

Step 5 Save the referral

17.2.2 Assigning DHS – OIG Investigation Type

The Investigation Type field provides a method for a gatekeeper or State Limited User to assign the referral to the OIG Investigation Type. The Required Fields are: Investigation Type, Int. Assignment Filter and DHS – OIG Unit.

Step 1 Enter all Program Gatekeeper Offices
In the Case Information section, enter the appropriate Gatekeeper Offices for each program.

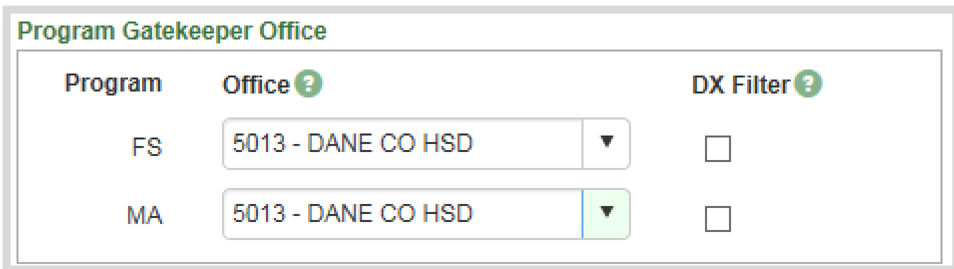


Figure 173 Referral Detail Page – DHS OIG Assignment - Program Gatekeeper Office Selection

Not sure which Program Gatekeeper Office to select? Select the same office as the Case Office.

Step 2 Set the Investigation Type to DHS-OIG
In the Referral Investigation section enters the Investigation Type and all required fields. There are four ***Investigation Types***: Internal, External, PACU and DHS-OIG. Depending on the user's role the Investigation Type list may not contain all four Investigation types.

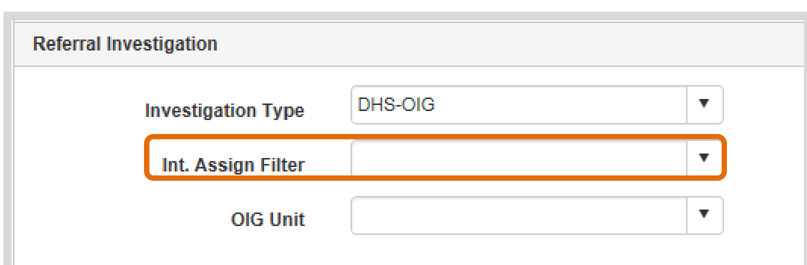


Figure 174 Referral Detail Page – DHS OIG Assignment - Investigation Type Selection

Step 3 Set the Int. Assign Filter (IAF)
All valid program(s) are listed in the Int. Assign Filter field when the Gatekeeper is an authorized Gatekeeper for that program area and office combination.

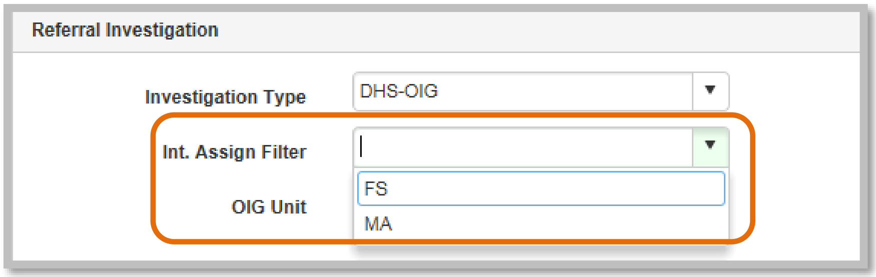


Figure 175 Referral Detail Page – DHS OIG Assignment - Int. Assign Filter Selection

Step 4 Save the referral

17.2.3 Assigning DHS – OIG Unit

When the Investigation Type field is set to DHS-OIG, the Queue Master can assign the referral to a DHS-OIG Unit Gatekeeper. The Required Fields are: Investigation Type, Int. Assign Filter and DHS – OIG Unit.

Step 1 Assigning DHS – OIG Investigation Type

Step 2 Select an OIG Unit

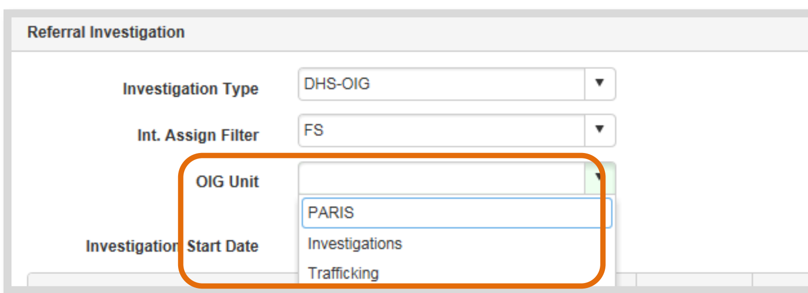


Figure 176 Referral Detail Page - DHS OIG Assignment - Unit Selection

Step 3 Save the referral

17.2.4 Assigning DHS – OIG Unit Investigator

When the Investigation Type field is set to DHS-OIG and the Queue Master has assigned the referral to a DHS-OIG Unit Gatekeeper, the assigned DHS-OIG Gatekeeper can select an Investigator to perform the investigation. The Required Fields are: Investigation Type, Int. Assign Filter and DHS – OIG Unit.

Step 1 Assigning DHS – OIG Unit

Step 2 Select an OIG Unit Investigator

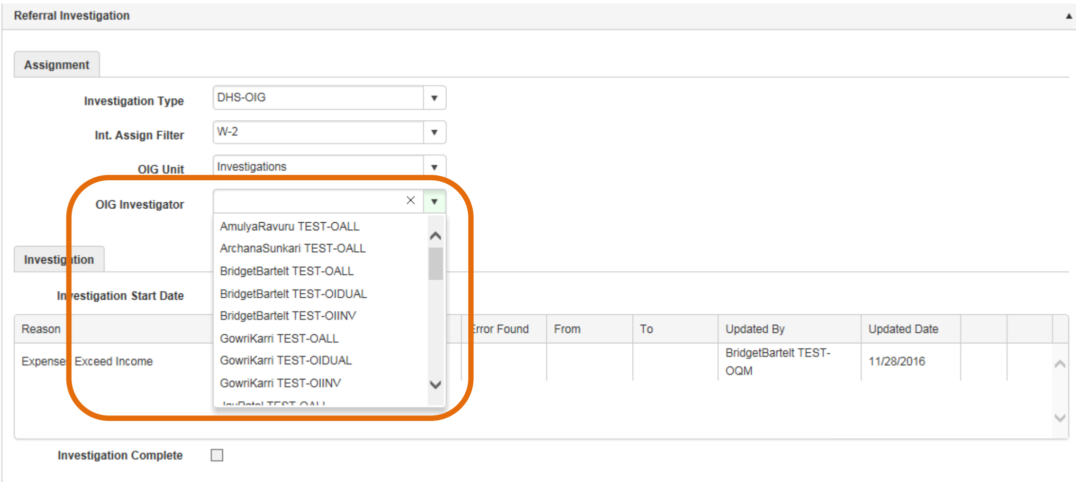


Figure 177 Referral Detail Page - DHS OIG Assignment - Unit Investigator Selection

Step 3 Save the referral

17.2.5 Assigning External Agency

The Investigation type field provides a method for a Gatekeeper to assign the referral to an external agency. The Required Fields are: Investigation Type, Int. Assign Filter and External Agency.

For more information on External users and roles see: External Roles

Step 1 Enter all Program Gatekeeper Offices
In the Case Information section, enter all the Program Gatekeeper Offices.

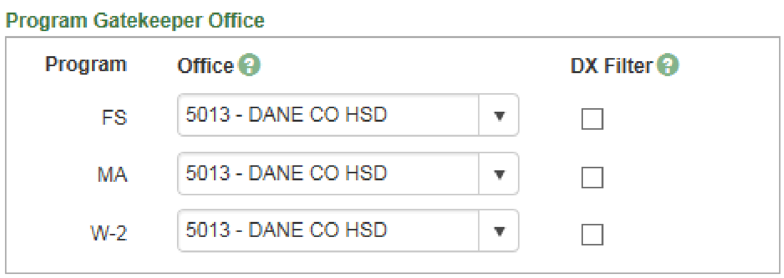


Figure 178 Referral Detail Page – External Assignment - Program Gatekeeper Office Selection

Not sure which Program Gatekeeper Office to select? Select the same office as the Case Office.

Step 2 Set the Investigation Type to External
In the Referral Investigation section enters the Investigation Type and all required fields. There are four ***Investigation Types***: Internal, External, PACU and DHS-OIG. Depending on the user's role the Investigation Type list may not contain all four Investigation Types.

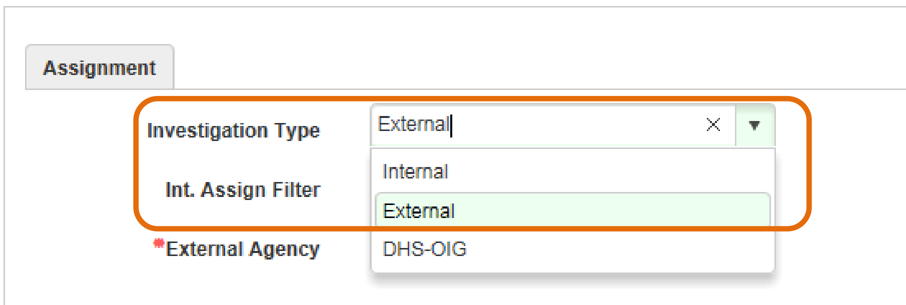


Figure 179 Referral Detail Page – External Assignment - Investigation Type Selection

Step 3 Set the Int. Assign Filter (IAF)
All valid program(s) are listed in the Int. Assign Filter field when the Gatekeeper is an authorized Gatekeeper for that program office combination. A selection is required to proceed.

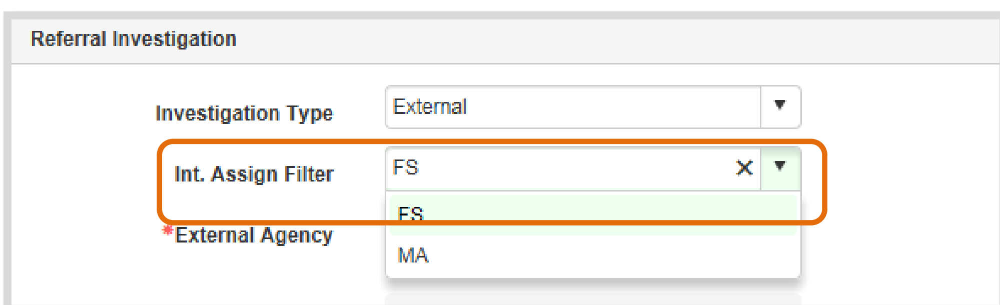


Figure 180 Referral Detail Page – External Assignment - Int. Assign Filter Selection

Step 4 Select an External Agency
Only external agencies for the program area selected are listed in the drop down list.

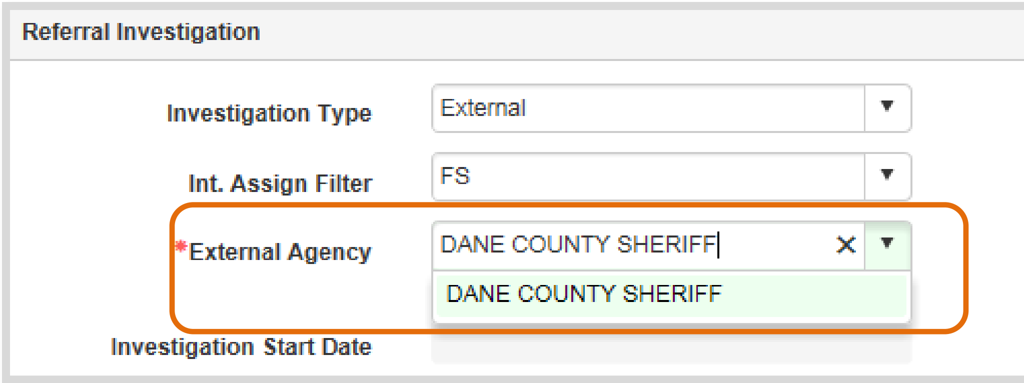


Figure 181 Referral Detail Page – External Assignment - External Agency Selection

Step 5 Save the referral

17.2.6 Assigning External Investigator

Once the Investigation Type field is set to external and an External Agency has been selected, the External Gatekeeper can select an External Investigator. The Required Fields are: Investigation Type, Int. Assign Filter, External Agency and External Investigator.

Step 1 Assign an External Agency

Step 2 Select an External Investigator

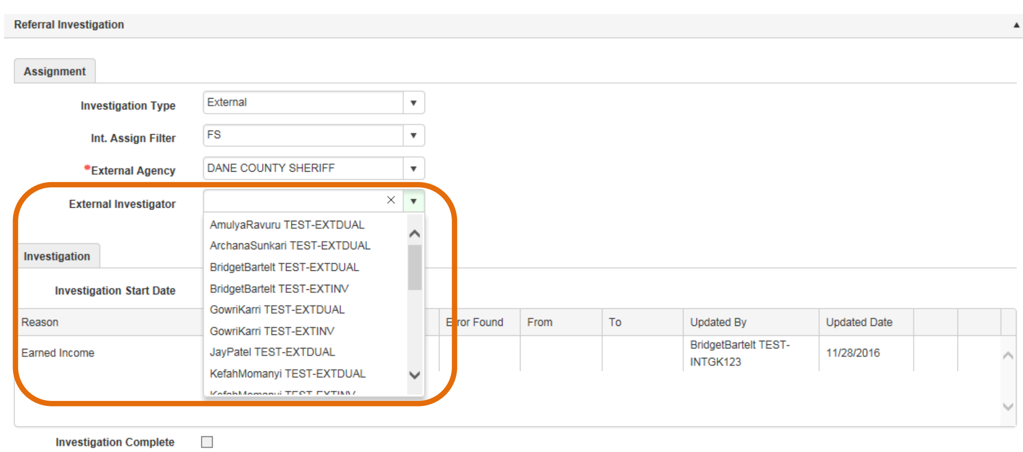


Figure 182 Referral Detail Page – External Assignment - Investigator Selection

Step 3 Save the referral

17.2.7 Assigning PACU

The Investigation Type field provides a method for some users to assign the referral to PACU. The Required Fields are: Investigation Type, Int. Assign Filter and Investigator.

Step 1 Enter all Program Gatekeeper Offices
In the Case Information section, enter all the Program Gatekeeper Offices.

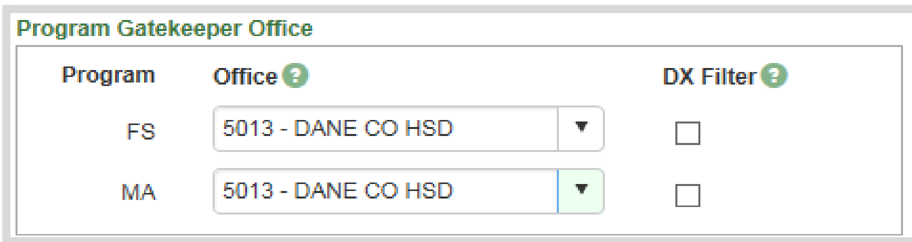


Figure 183 Referral Detail Page – PACU Assignment - Program Gatekeeper Office Selection

Not sure which Program Gatekeeper Office to select? Select the same office as the Case Office.

Step 2 Set the Investigation Type to PACU
In the Referral Investigation section enters the Investigation Type and all required fields. There are four ***Investigation Types***: Internal, External, PACU and DHS-OIG. Depending on the user's role the Investigation Type list may not contain all four Investigation Types.

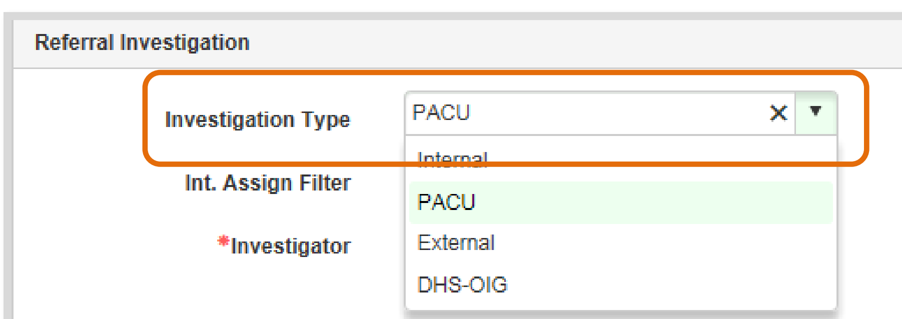


Figure 184 Referral Detail Page – PACU Assignment - Investigation Type Selection

Step 3 Set the Int. Assign Filter (IAF)
All valid program(s) are listed in the Int. Assign Filter field when the Gatekeeper is an authorized Gatekeeper for that program office combination. The Gatekeeper is required to make a selection to proceed in assignment.

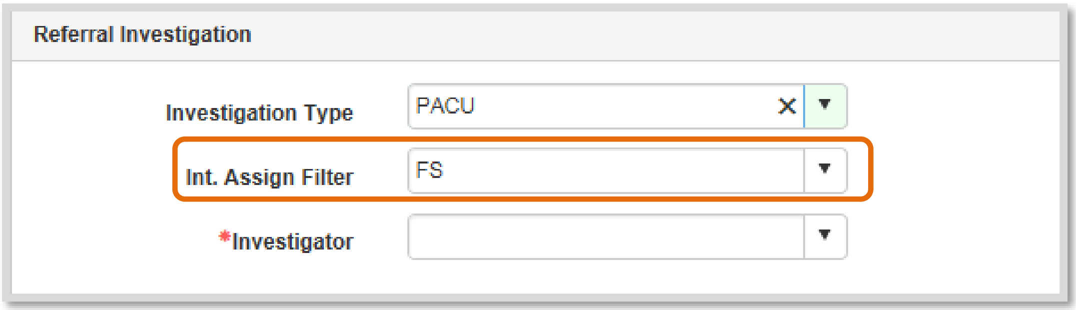


Figure 185 Referral Detail Page – PACU Assignment - Int. Assign Filter Selection

STEP 4 Select the Investigator field and select a State Limited user

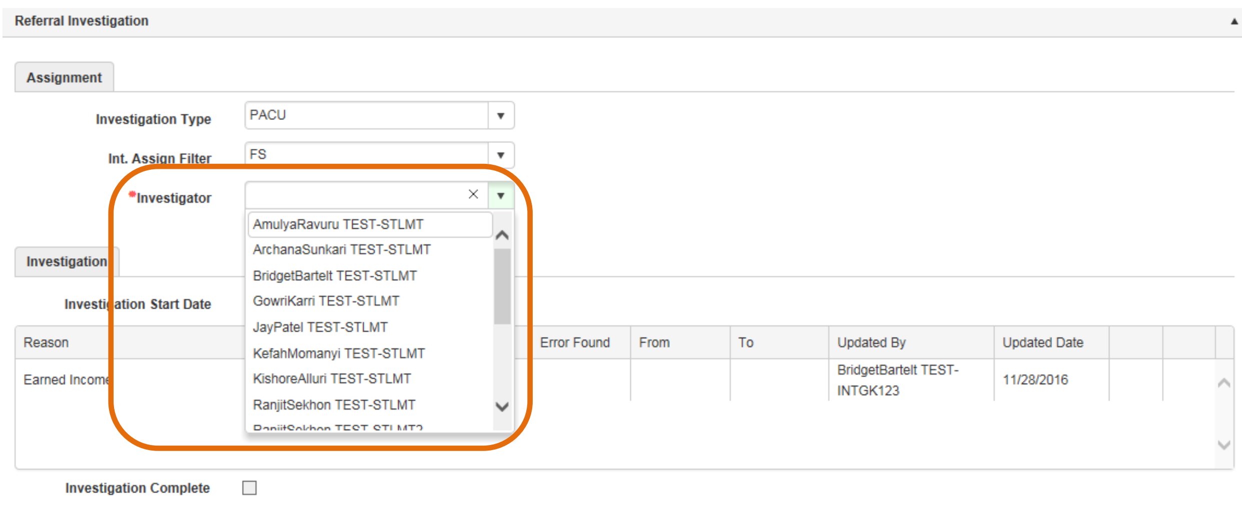


Figure 186 Referral Detail Page – PACU Assignment - Investigator Selection

STEP 5 Save the referral

17.3 Reassignment

Reassigning the user is removing the current investigator and replacing them with another Investigator in the same office, agency or unit. Additionally, the user can reassign a referral to a different Unit, Agency or Investigation Type.

Note: A Program Gatekeeper Office can be changed to another program office before assignment. After a referral has been assigned, only non Int. Assign Filter (IAF) programs can be reassigned until the Post Investigations is completed for that program area. To reassign an Int. Filter Assign (IAF) program, the Gatekeeper from that program office un-assign Investigator and select a different program office for the referral. A referral can only reassign an Int. Assign Filter (IAF) until the referral's investigation is complete and the status is "Investigation Complete".

17.3.1 Reassigning an Internal Investigator/Claim Specialist

Internal Gatekeepers can reassign other Investigators for a program area they are authorized for.

STEP 1 Remove the Investigator or Claim Specialist
Delete the investigator's name or select the "x" next to their name.

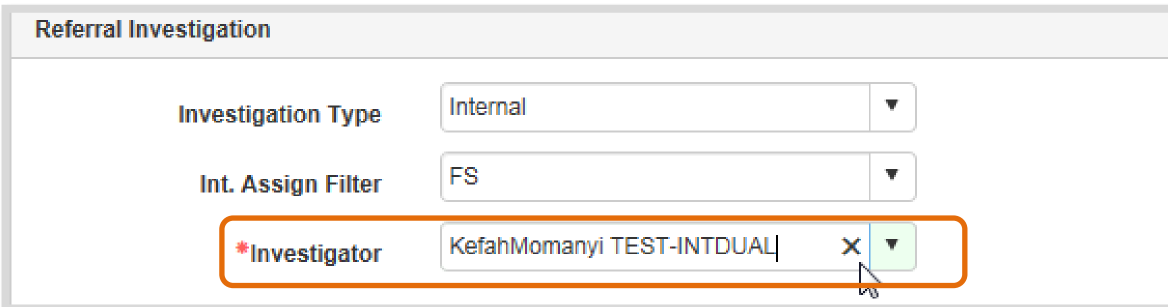


Figure 187 Referral Detail Page - Reassignment of Investigator

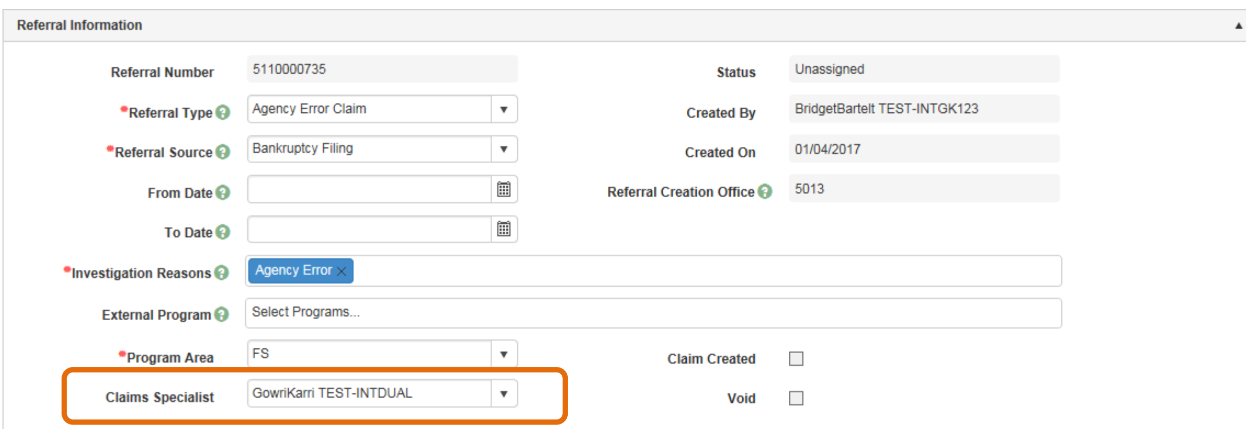


Figure 188 Agency Error Referral Detail page

STEP 2 Select an Investigator
From the Investigator list select an Investigator. (This list will only display the Investigators who are authorized for the program area selected.)

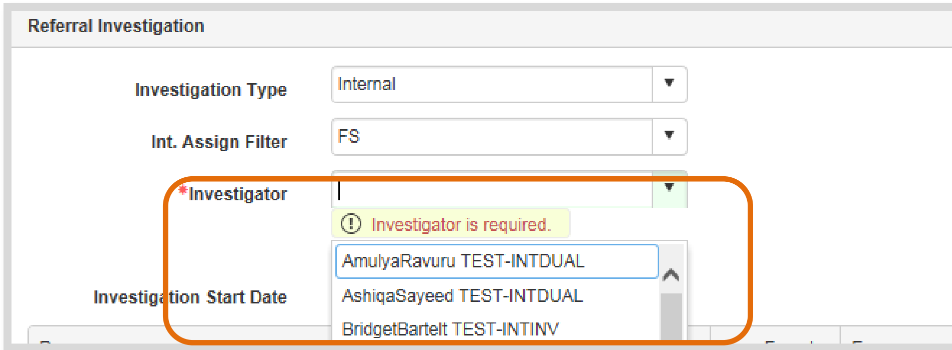


Figure 189 Referral Detail Page - Reassignment of Investigator

STEP 3 Save the referral.

17.3.2 Reassigning an DHS OIG Unit Investigator

DHS-OIG Gatekeepers can reassign another Unit Investigator

STEP 1 Remove the DHS OIG Unit Investigator
Delete the Investigator's name or select the "x" next to their name.

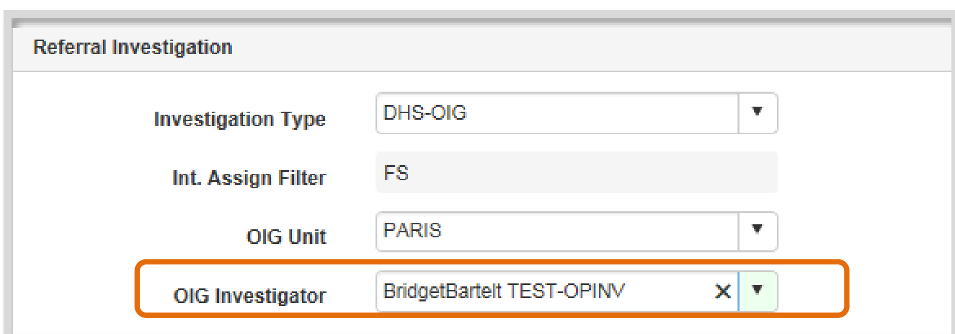


Figure 190 Referral Detail Page - Reassignment of DHS OIG Unit Investigator

STEP 2 Select an OIG Unit Investigator
From the OIG Unit Investigator list select the Investigator to reassign the referral.

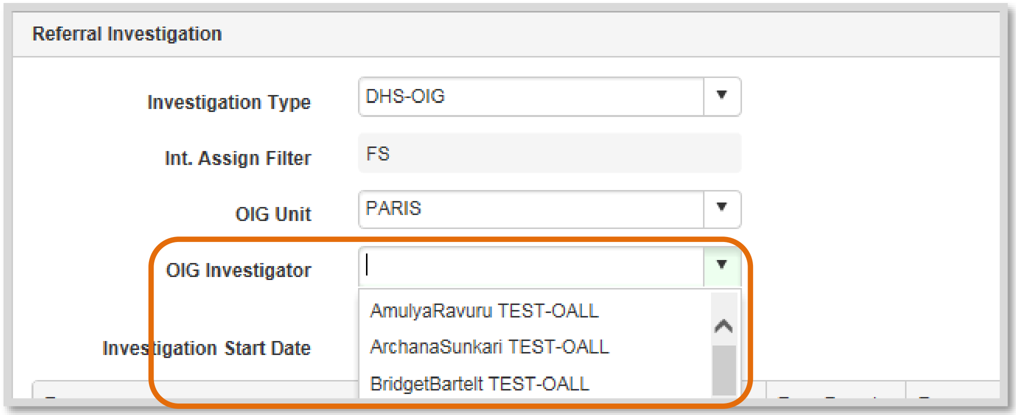


Figure 191 Referral Detail Page - Reassignment of DHS OIG Unit Investigator

STEP 3 Save the referral

17.3.3 Reassigning a DHS OIG Unit

DHS-OIG Gatekeepers can reassign to a different Unit

Step 1 Remove the DHS OIG Unit Investigator
Delete the DHS OIG Unit Investigator's name or select the "X" next to the name.

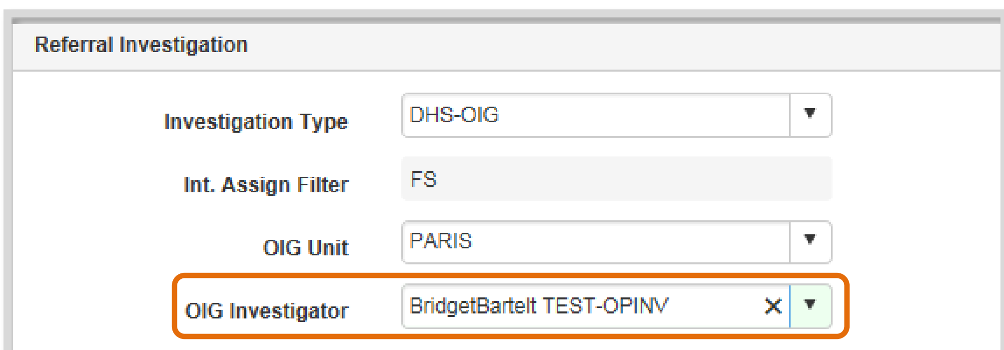


Figure 192 Referral Detail Page - Reassignment of DHS OIG Unit

Step 2 Remove the DHS OIG Unit
Delete the DHS OIG Unit field by selecting the "X" next to the Unit or delete the Unit name.

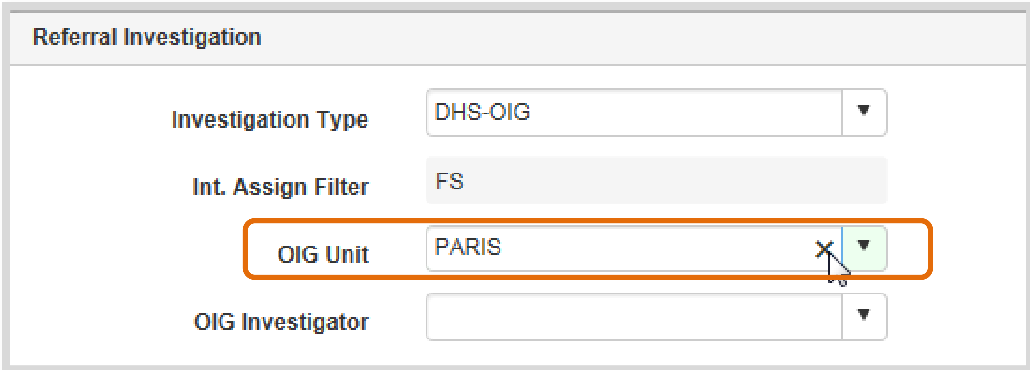


Figure 193 Referral Detail Page - Reassignment of DHS OIG Unit

Step 3 Reassign the DHS OIG Unit
Select the new OIG Unit from the OIG Unit list to reassign the referral to a Unit.

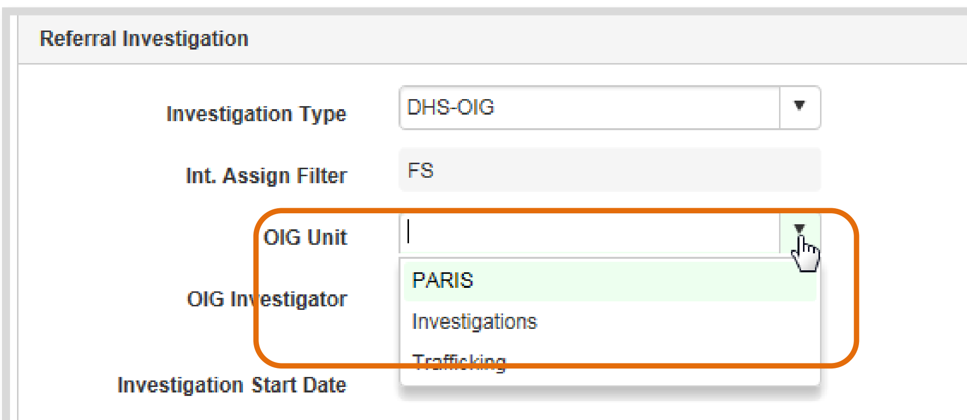


Figure 194 Referral Detail Page - Reassignment of DHS OIG Unit

When the OIG Unit gatekeeper selects a unit for which s/he is not the authorized gatekeeper the DHS-OIG Gatekeeper is unable to select the OIG Investigator.

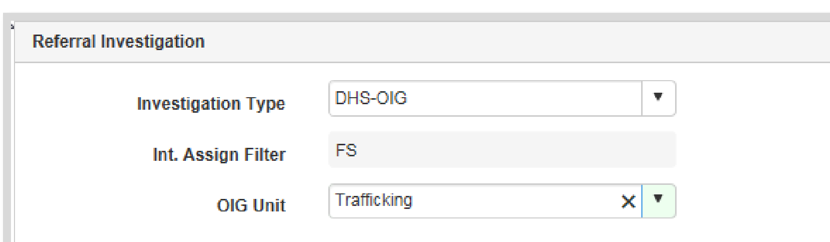


Figure 195 Referral Detail Page - Reassignment of DHS OIG Unit

Step 4 Save the referral

17.3.4 Reassigning an External Agency

Internal Gatekeeper’s can re-assigned the referral to a different External Agency attached to the Program Area Gatekeeper Office field.

Step 1 Remove the External Investigator
Delete the External Investigator’s name or select the “x” next to their name.

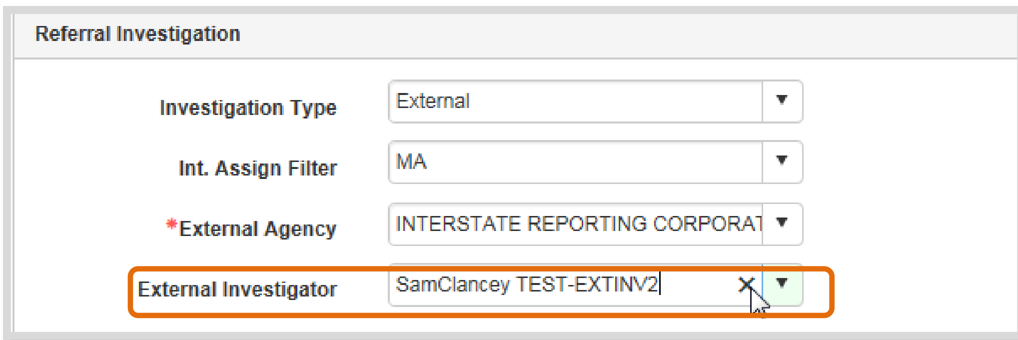


Figure 196 Referral Detail Page - Reassignment of External Agency

Step 2 Remove the External Agency
Delete the External Agency or select the “x” next to the agency.

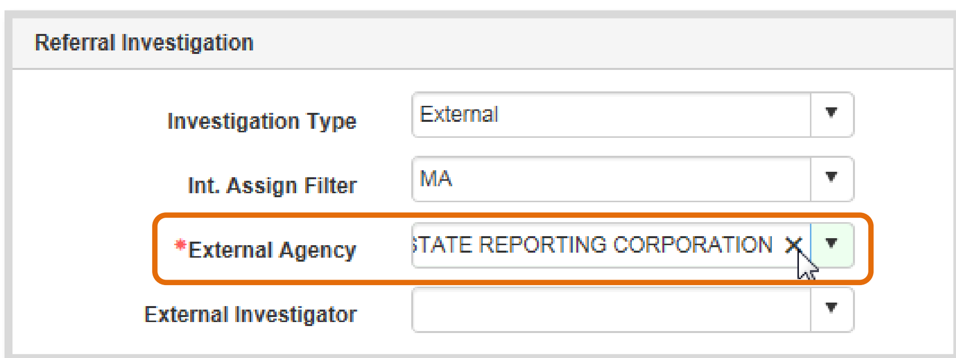


Figure 197 Referral Detail Page - Reassignment of External Agency

Step 3 Assign a new External Agency
Select the new External Agency from the External Agency list to reassign the referral.

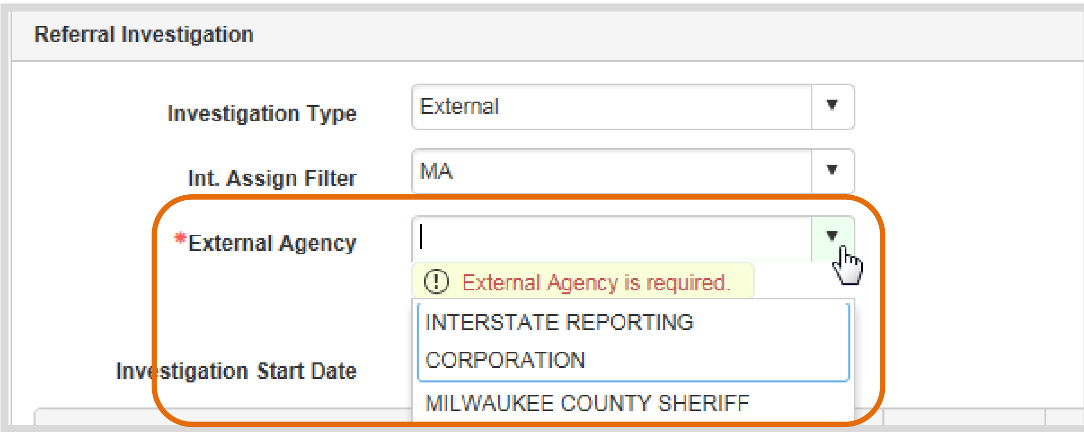


Figure 198 Referral Detail Page - Reassignment of External Agency

Step 4 Save the referral

An internal gatekeeper can only assign to an external agency associated with a Program Gatekeepers Office that s/he is authorized for.

17.3.5 Reassign to an External Investigator

External gatekeepers can reassign to another investigator from the same agency.

Step 1 Remove the External Investigator
Delete the External Investigator's name or select the "x" next to the name

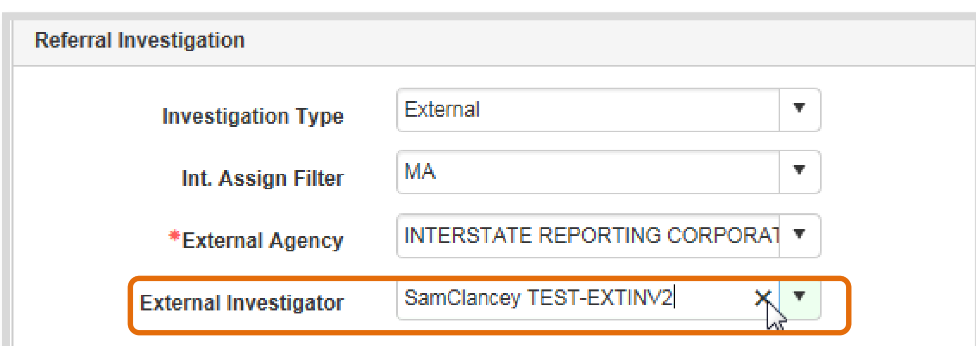


Figure 199 Referral Detail Page - Reassignment of External Investigator

Step 2 Assign a new External Investigator
Select a new External Investigator from the External Investigator list to reassign the referral.

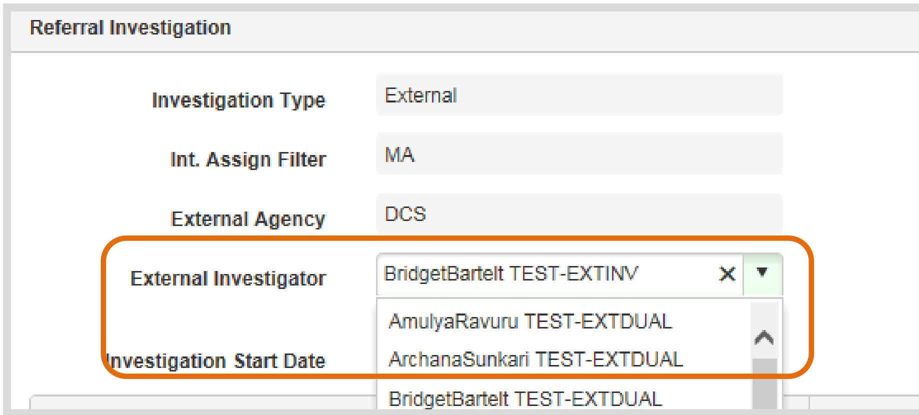


Figure 200 Referral Detail Page - Reassignment of External Investigator

Step 3 Save the referral

An External gatekeeper cannot assign an External investigator who is not associated with the selected external agency and office.

17.3.6 Reassign a State Limited User

State Limited users can only reassign to other State Limited Users.

Step 1 Remove the State Limited user
Delete the user’s name or select the “x” next to their name.

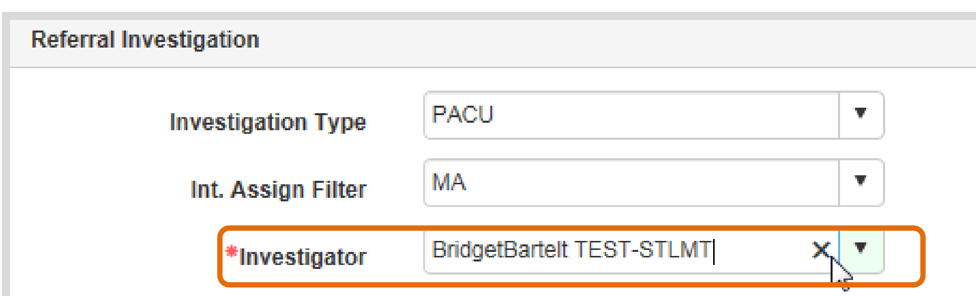


Figure 201 Referral Detail Page - Reassignment of External Investigator

Step 2 Select a new State Limited User
Select a new State Limited User from the Investigator list to reassign the referral.

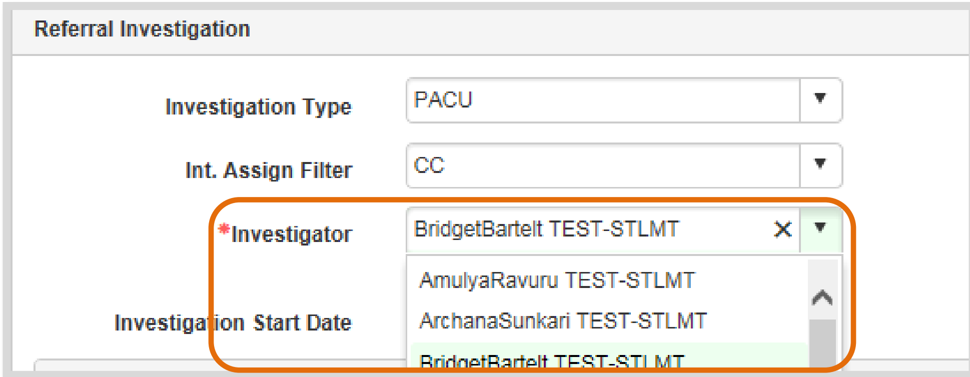


Figure 202 Referral Detail Page - Reassignment of External Investigator

Step 3 Save the referral

A State Limited User can only assign to another State Limited User or themselves.

17.3.7 Reassigning an Investigation Type

Step 1 Remove the Investigator
Delete the Investigator's name or select the "x" next to their name

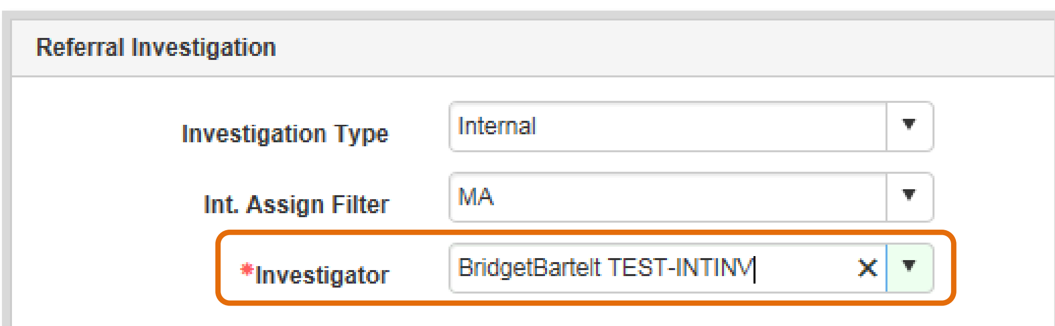


Figure 203 Referral Detail Page - Reassignment Investigation Type

Step 2 Remove the following field:

- Remove the External Agency if the referral is externally assigned.

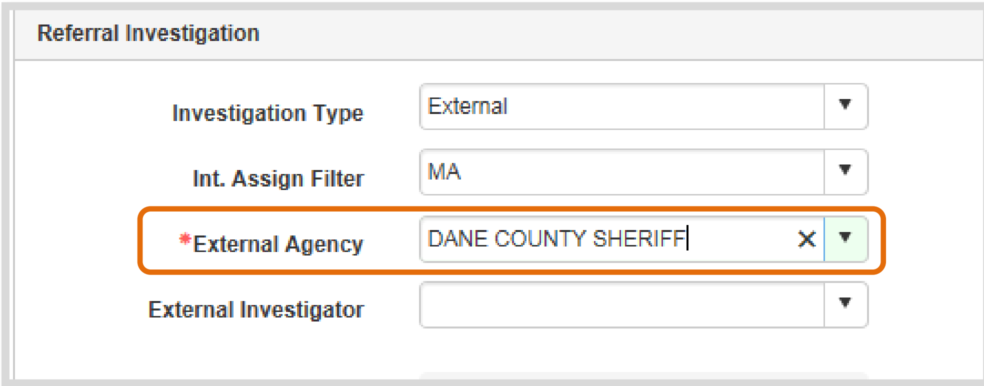


Figure 204 Referral Detail Page - Reassignment Investigation Type

- Remove the DHS OIG Unit if the referral is assigned to DHS-OIG.

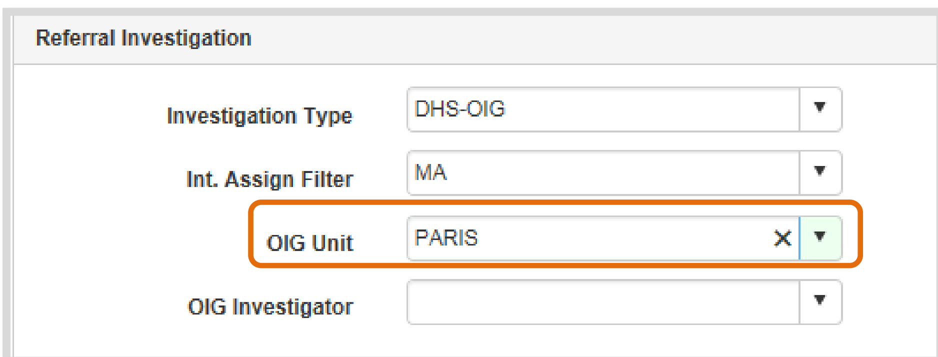


Figure 205 Referral Detail Page - Reassignment Investigation Type

Step 3 Remove the Int. Assign Filter
Delete the program area or select the "x" next to the program area.

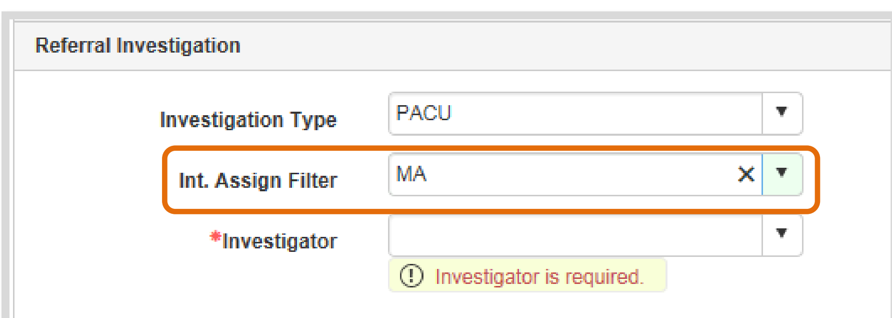


Figure 206 Referral Detail Page - Reassignment Investigation Type

Step 4 Change the Investigation Type
Select a new Investigation Type from the Investigation Type list to reassign to another Investigation Type.

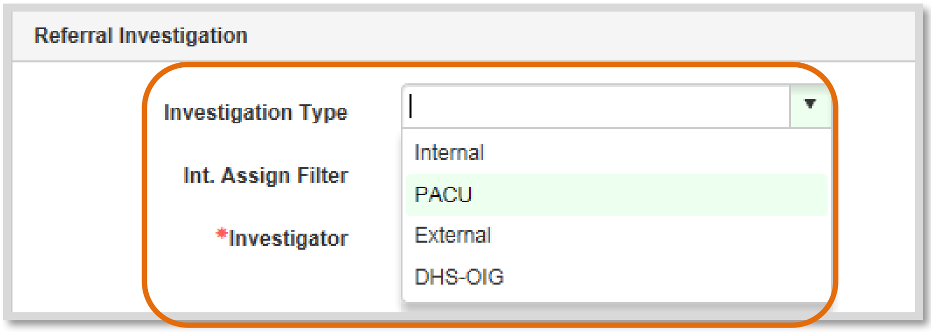


Figure 207 Referral Detail Page - Reassignment Investigation Type

Step 5 Complete any required fields

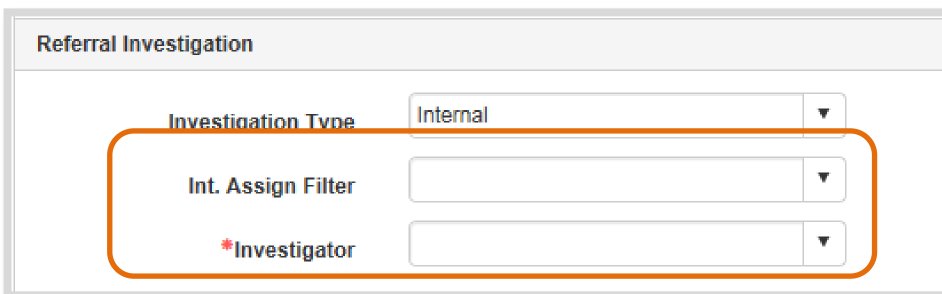


Figure 208 Referral Detail Page - Reassignment Investigation Type

Note: Required fields are noted by the red asterisk.

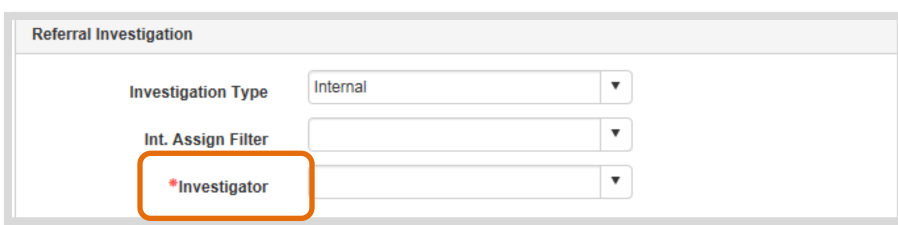


Figure 209 Referral Detail Page – Required Fields

Step 6 Save the referral

17.4 Retracting

Retracting a referral removes the Investigation fields to provide the user with the ability to send the referral back to the Internal Gatekeeper.

17.4.1 Retracting from External Investigation Type

Step 1 Remove the Investigator
Delete the Investigator's name or select the "x" next to the name.

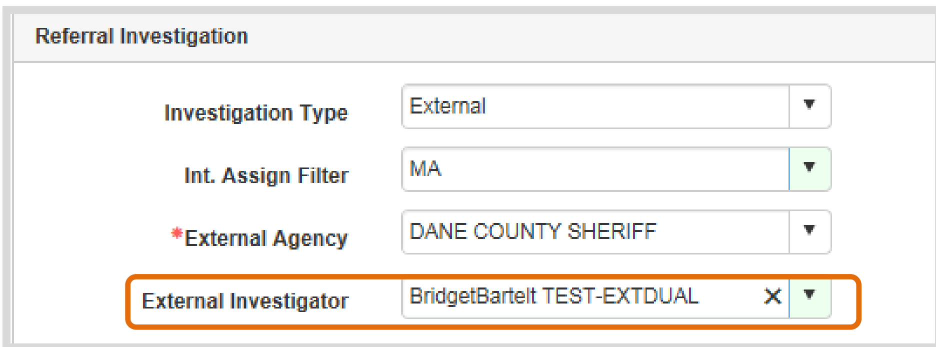


Figure 210 Referral Detail Page - Retracting External Investigation Type

Step 2 Remove the External Agency
Delete the External Agency from the External Agency list.

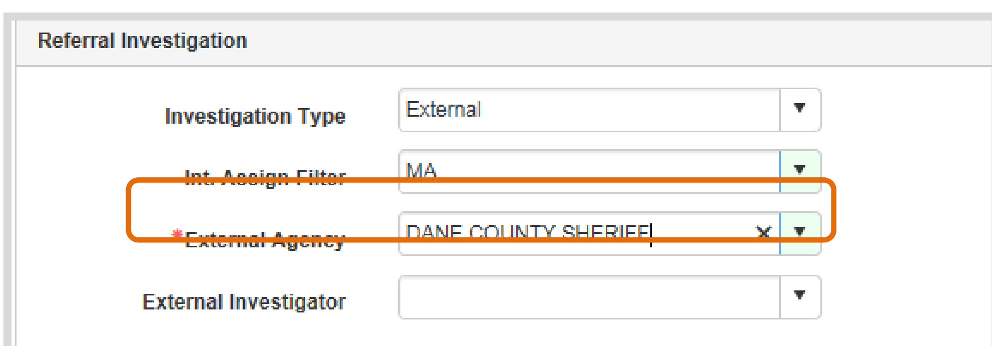


Figure 211 Referral Detail Page - Retracting External Investigation Type

Step 3 Remove the Int. Assign Filter
Delete the program area from the Int. Assign Filter field.

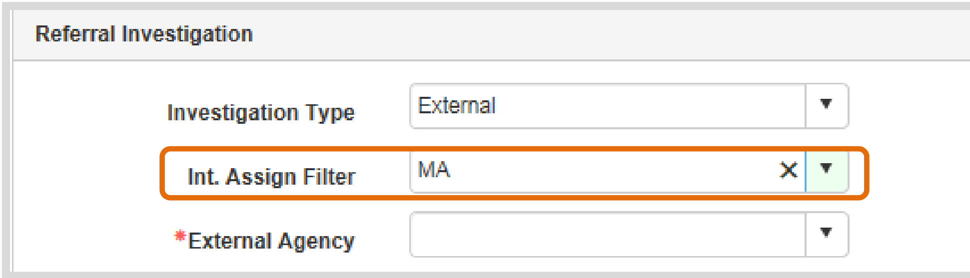


Figure 212 Referral Detail Page - Retracting External Investigation Type

Step 4 Remove External for the Investigation Type
Delete the External Investigation Type.

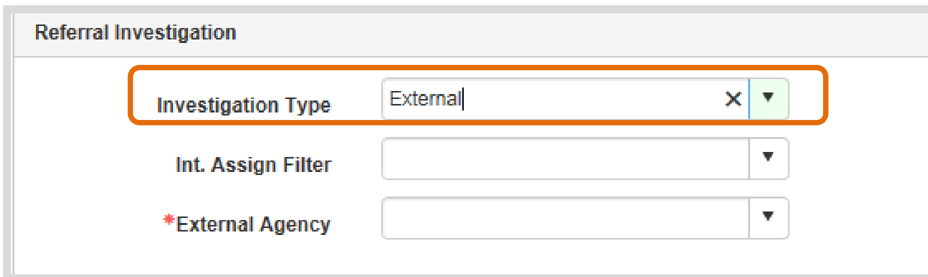


Figure 213 Referral Detail Page - Retracting External Investigation Type

STEP 5 Save the referral

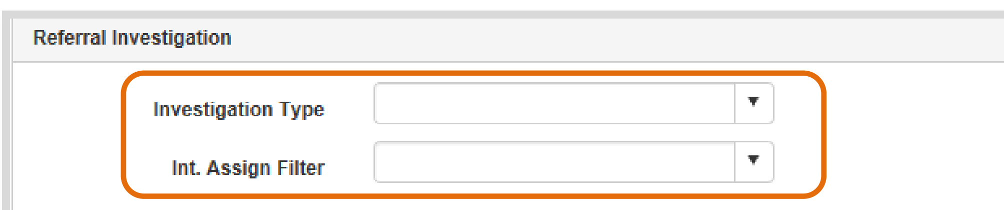


Figure 214 Referral Detail Page - Retracting External Investigation Type

17.4.2 Retracting from OIG Investigation Type

STEP 1 Remove the Investigator
Delete the Investigators name or select the “x” next to the name.

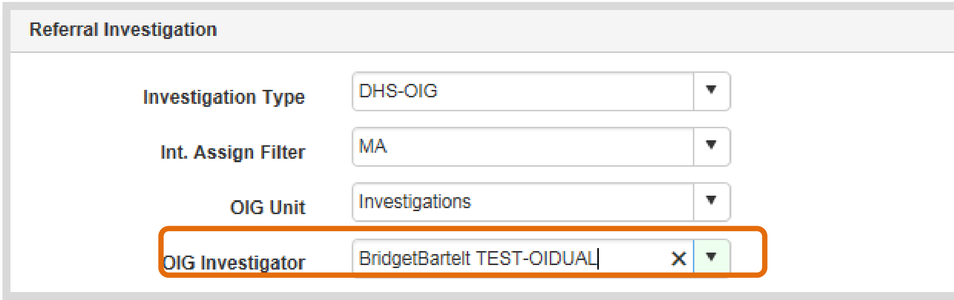


Figure 215 Referral Detail Page - Retracting OIG Investigation Type

STEP 2 Remove the Unit
Remove the DHS OIG Unit from the OIG Unit list.

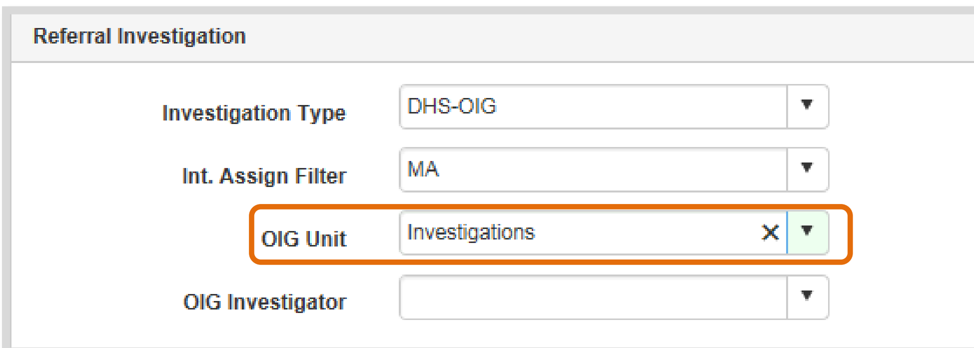


Figure 216 Referral Detail Page - Retracting OIG Investigation Type

STEP 3 Remove the Int. Assign Filter

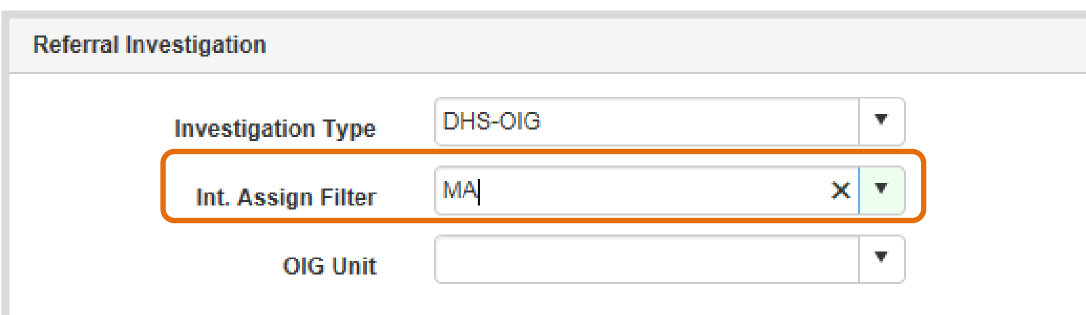


Figure 217 Referral Detail Page - Retracting OIG Investigation Type

STEP 4 Remove the Investigation Type

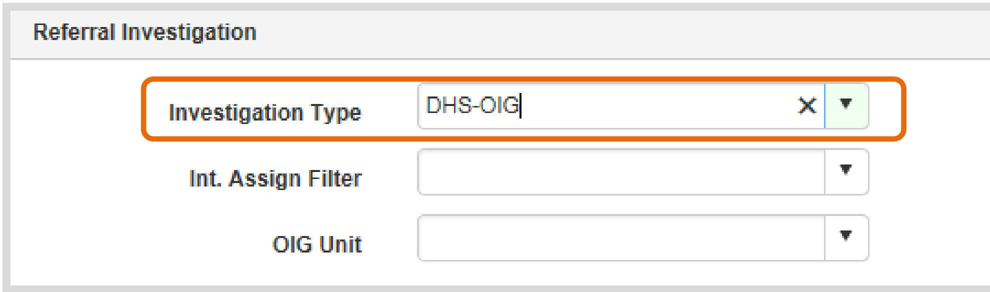


Figure 218 Referral Detail Page - Retracting OIG Investigation Type

STEP 5 Save the referral

17.4.3 Retracting an Internal Investigator/Claim Specialist or State Limited user

STEP 1 Remove the Investigator

Delete the Investigators name or select the “x” next to the name

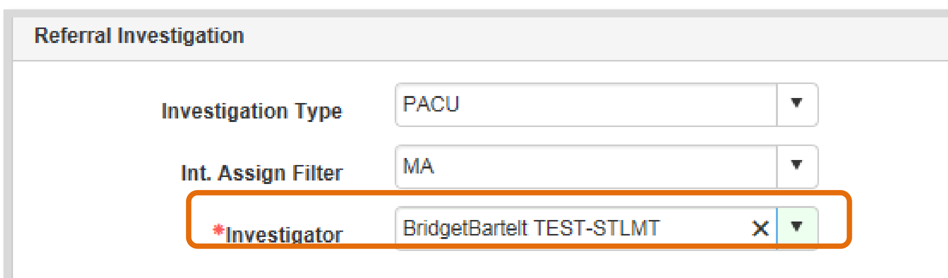


Figure 219 Referral Detail Page - Retracting OIG Investigation Type

STEP 2 Remove the Int. Assign Filter

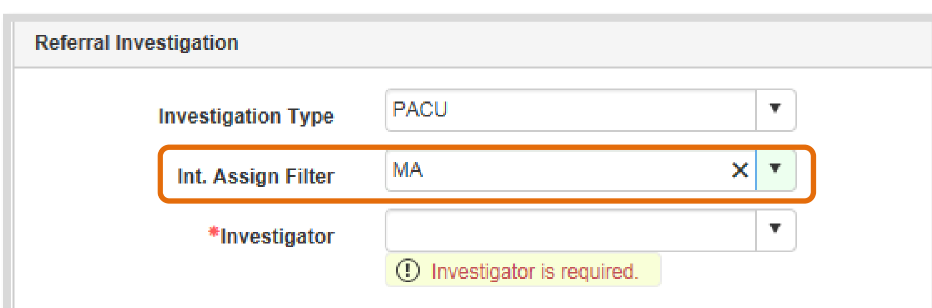


Figure 220 Referral Detail Page - Retracting OIG Investigation Type

STEP 3 Remove the Investigation Type

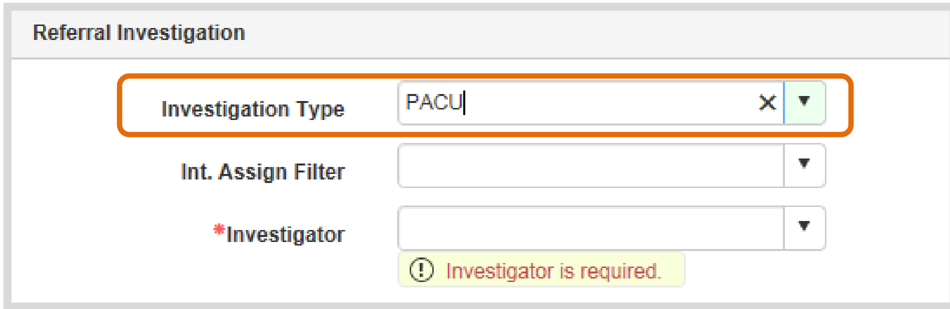


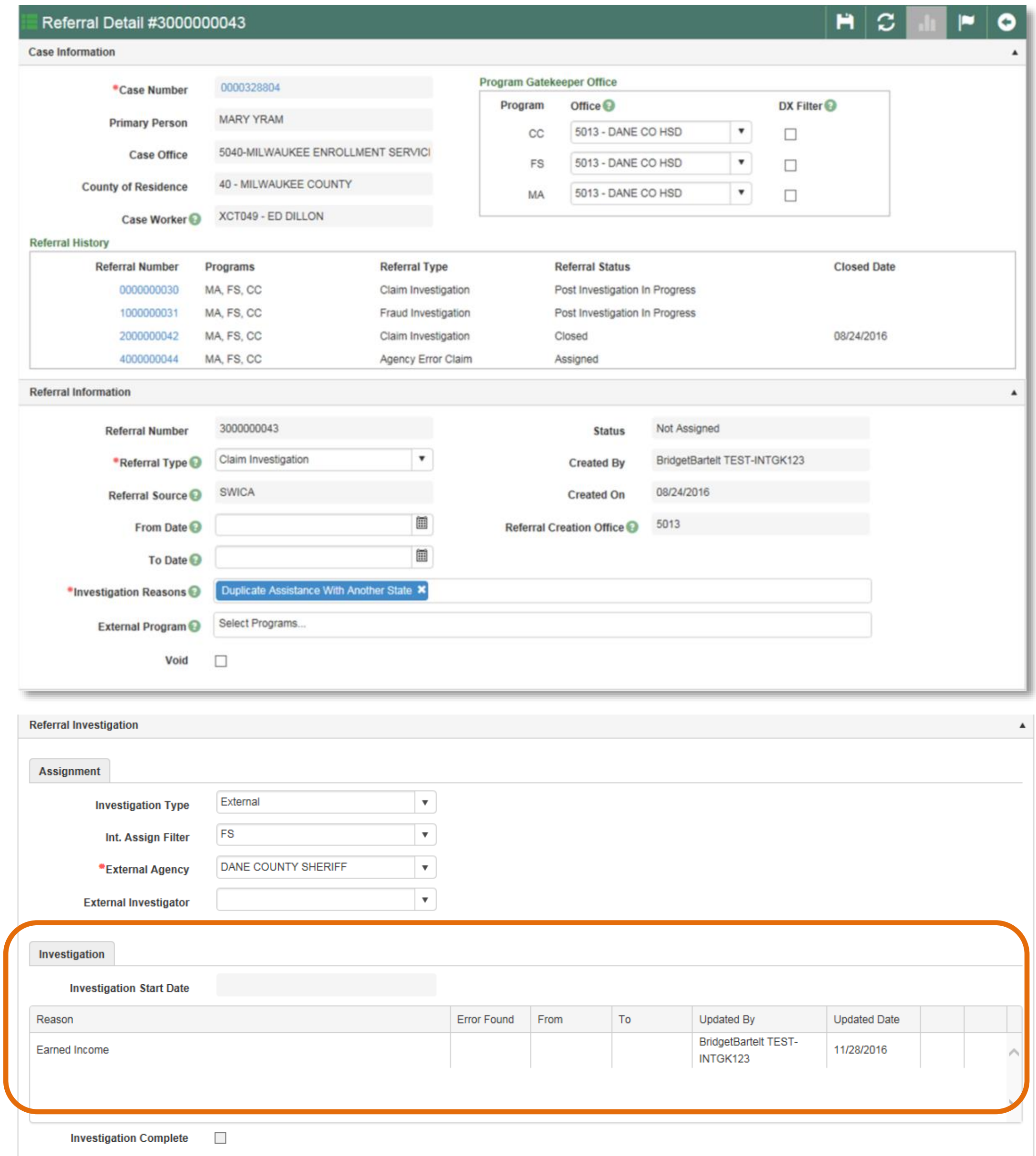
Figure 221 Referral Detail Page - Retracting OIG Investigation Type

STEP 4 Save the referral

18.Referral Investigation

Purpose: The referral assignment and investigation section of the referral page track assignments, investigation dates, and the findings related to each of the investigation reasons. For more information on who can investigate a referral please see Roles.

Required Fields: Investigation Start Date, Error Found and Investigation Complete.



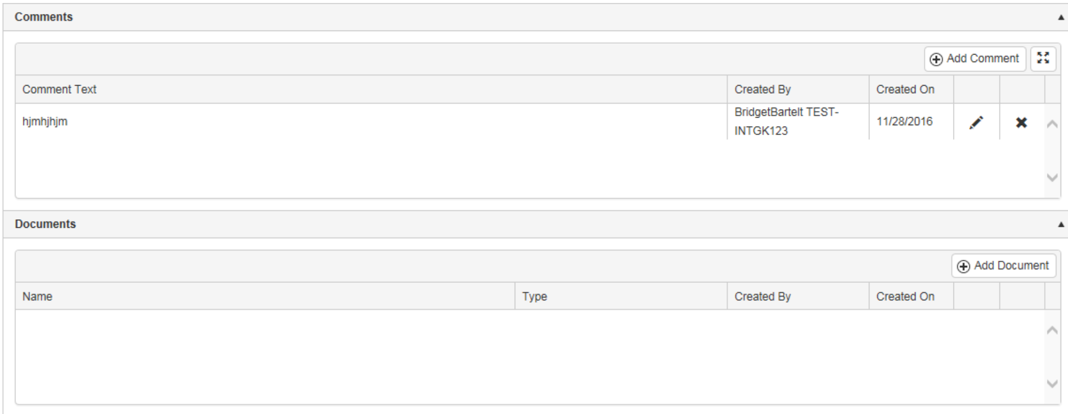


Figure 222 Referral Detail Page - Referral Investigation

18.1 Investigation Start Date

To start an investigation the Investigation Start Date must be entered. The date entered cannot be a date before the referral was created and no future date can be entered.

STEP 1 Enter the Investigation Start Date

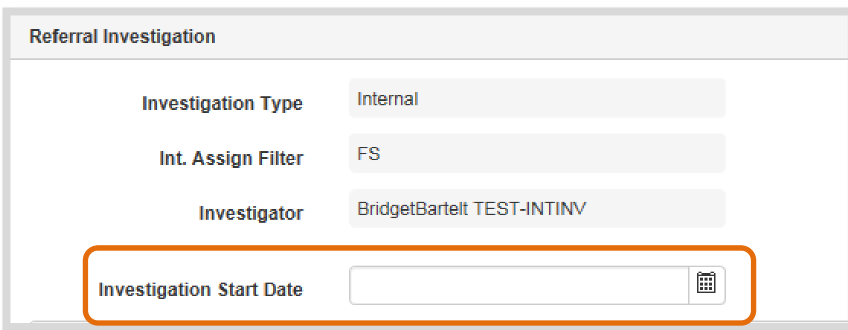


Figure 223 Referral Detail Page – Investigation Start Date

Updating or adding additional findings before entering the start date will prompt a message requiring the user to enter the start date of the investigation before the referral can be saved.

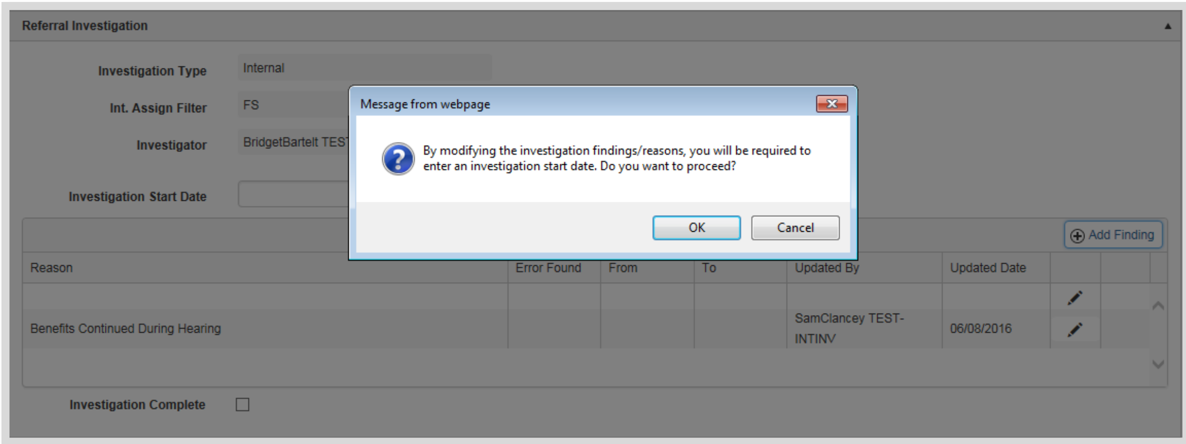


Figure 224 Referral Detail Page – Notification Message for Investigation Start Date

18.2 Investigation Reasons and Findings

Investigation Reasons selected before referral assignment displays in the Referral Investigation section grid as default reasons. These investigation reasons need to be answered before a user/Investigator can complete an investigation. The Investigator has the option to enter additional findings if applicable under the referral investigation section. Investigators enter findings on the specified investigation reasons.

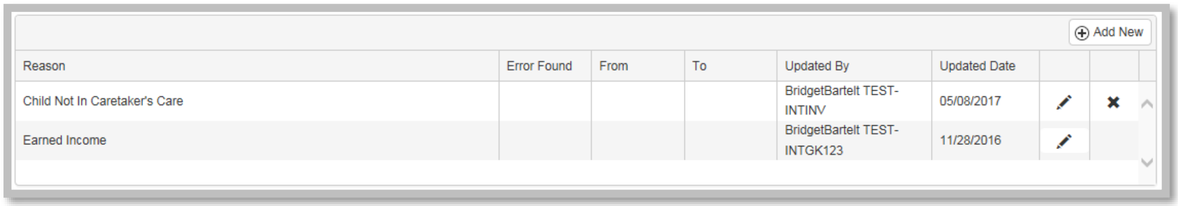


Figure 225 Referral Detail Page – Investigation Reasons/Findings

18.2.1 Add additional Findings

During an investigation additional finding may be added.

STEP 1 Select the Add New button

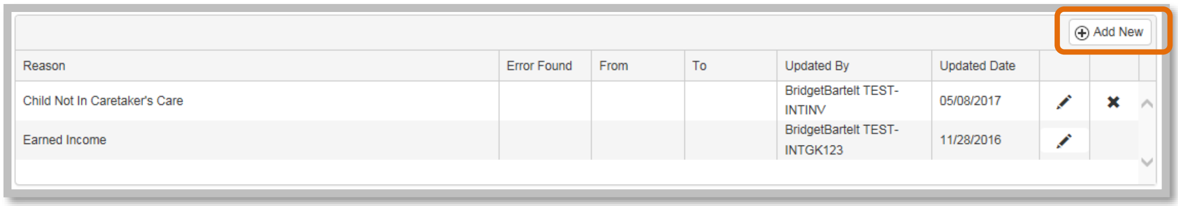


Figure 226 Referral Detail Page – Investigation Add Finding

STEP 2 Select an Investigation Reason
When entering an additional finding the Error Found field, From Date and To Date can be filled in at a later time.

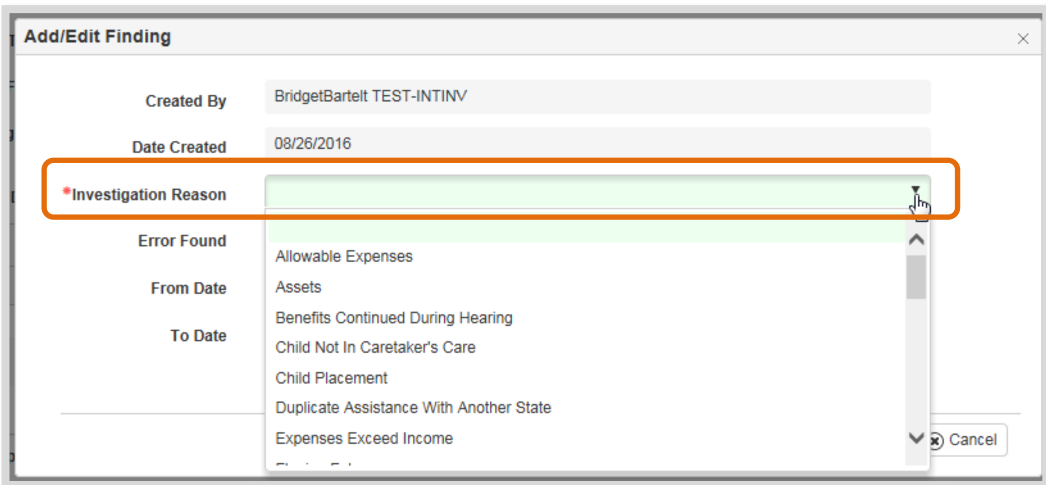


Figure 227 Referral Detail Page – Investigation Reasons

STEP 3 Select Update or Cancel

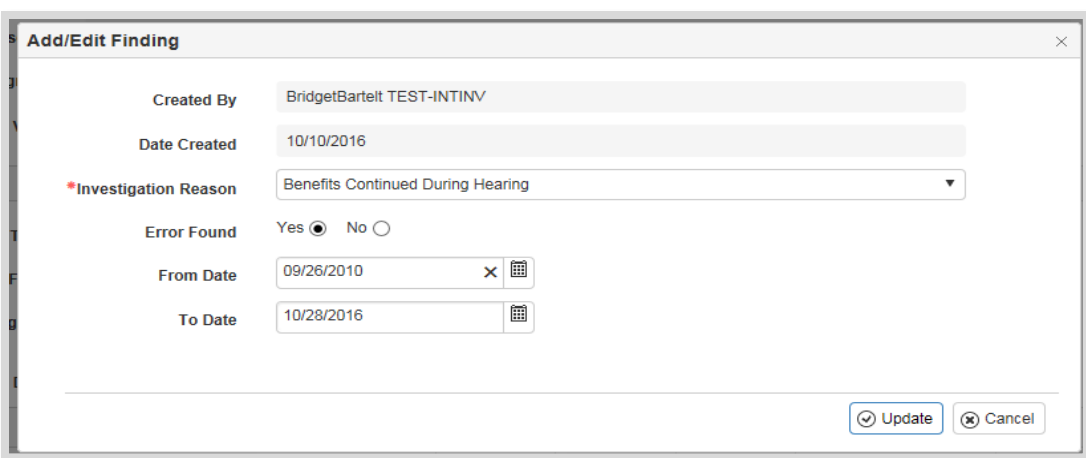


Figure 228 Referral Detail Page –Enter Investigation Reasons/Findings

18.2.2 Completing a Finding

To complete the investigation reasons select the reason from the grid and answer the question.

STEP 1 Select the Edit icon
To enter findings for an investigation reason, simply select the pencil icon to open the Add/Edit Findings window.

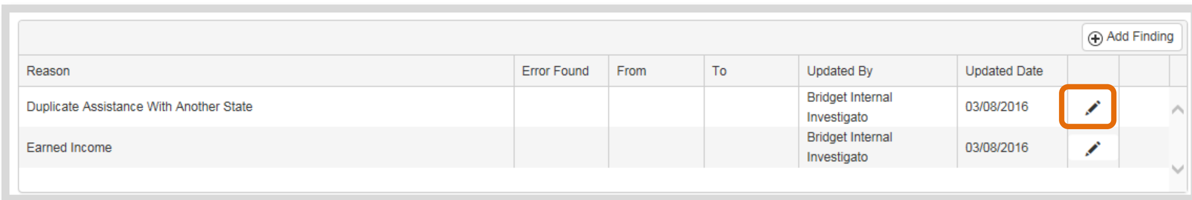


Figure 229 Referral Detail Page –Edit Findings

STEP 2 Enter if an error is found
Enter whether an error has been found by selecting the ‘Yes” or “No” radio button.

If an error is found, then the Date From and Date To fields are also required fields.

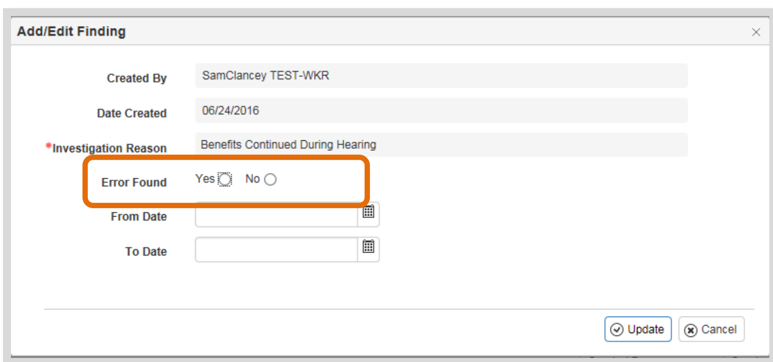


Figure 230 Referral Detail Page – Enter Findings

STEP 3 Enter the From Date and To Date fields

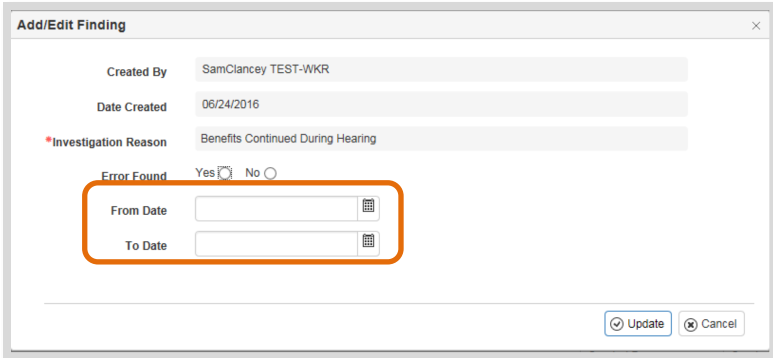


Figure 231 Referral Detail Page – Enter Reasons/Findings

STEP 4 Select the Update button

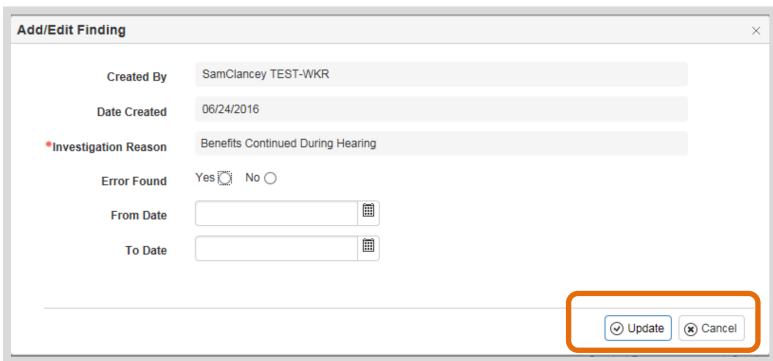


Figure 232 Referral Detail Page – Enter Reasons/Findings

STEP 5 Save the referral

18.2.3 Remove an investigation Reason

Additional Finding/Reasons can be deleted from the Reason grid by the assigned investigator.

STEP 1 Select the Delete icon
To remove findings for an investigation reason, select the “X” icon.

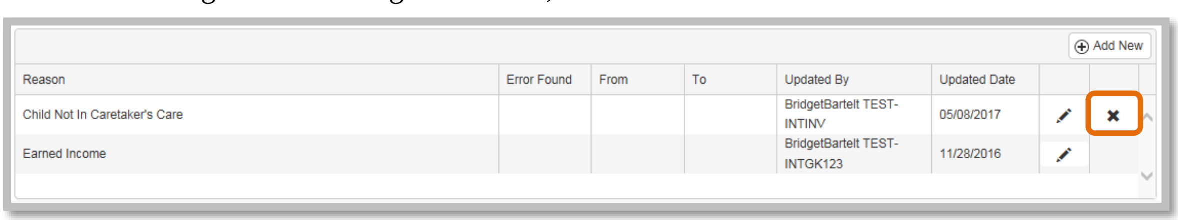


Figure 233 Remove an Investigation Reason

STEP 2 Select "Yes"

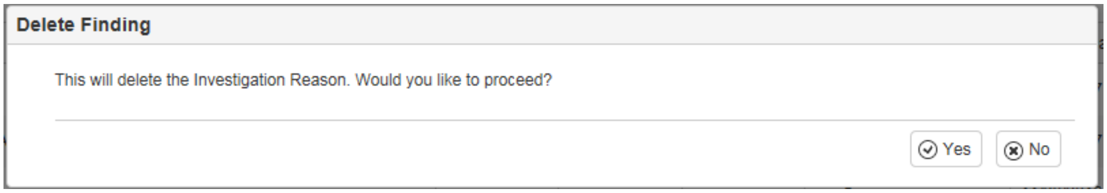


Figure 234 Delete findings pop-up

STEP 3 Save the referral

18.3 Complete Investigation

18.3.1 Complete an Agency Error Referral Type

To complete an Agency Error Claim Referral Type, create a claim in the Benefit Recovery system. After this is done, select the Claim Created checkbox and save the referral.

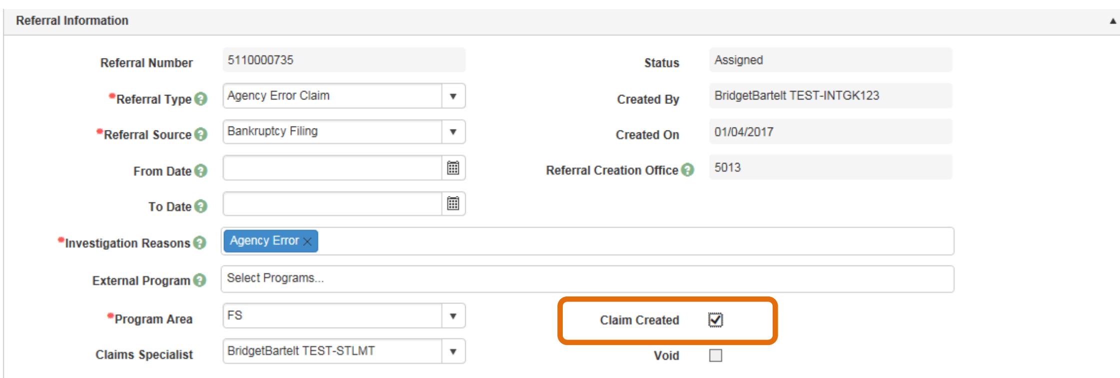


Figure 235 Complete an Agency Error Claim

18.3.2 Complete Standard, Additional FEV and DX Referral Type Investigation

To complete an investigation, all investigation reasons need to be completed. The referral is no longer on the Investigator's workload page once the Investigation Complete checkbox has been checked and the referral has been saved. Once the Investigation Complete box is checked, additional Reasons cannot be added. All information in the Referral Investigation section should be final before the Investigation is completed.

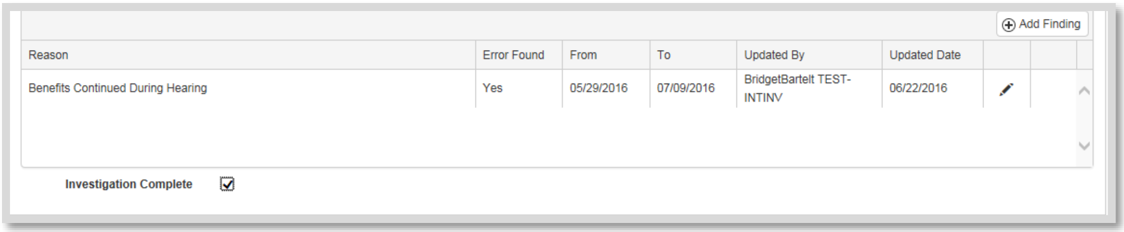


Figure 236 Referral Detail Page - Investigation Complete checkbox

STEP 1 Investigator need to select the Investigation Complete checkbox

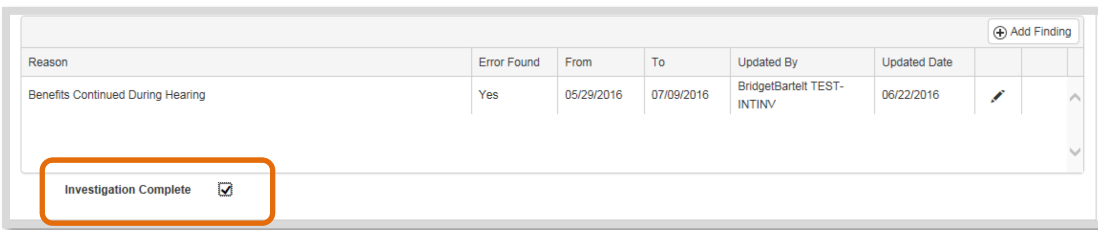


Figure 237 Referral Detail Page - Investigation Complete checkbox

STEP 2 Save the referral

If the Investigation date and/or Error Found are incomplete, an error message is displayed.

Figure 238 Referral Detail Page – error message for investigation complete

19.Post Investigation

Purpose: The post investigation section provides input fields for users to enter whether fraud was committed, the issue type, and any other information specific to Citation, District Attorney (DA), and Administrative Department Hearings (ADH). Multi-Role Users need to save the referral after completing the investigation before Post Investigation is displayed. For more information on who can perform Post Investigation tasks on a referral please see Roles.
Required Fields: Required fields depend on the outcome of each determination section per program area.

19.1 Post Investigation Overview

Every valid program on the referral has a tab in the post investigation section of the referral Detail Page. Each program area has an opportunity to enter their post investigation data and must complete their program area tab to completely close the BRITS referral. Once all Post Investigation information is complete for all program areas the BRITS referral status changes to “Closed” and the referral no longer appear on the Gatekeeper Workload page. Until all programs complete their post investigation, the BRITS referral status states “Post Investigation In Progress.”

There is a tab for each valid program on the referral

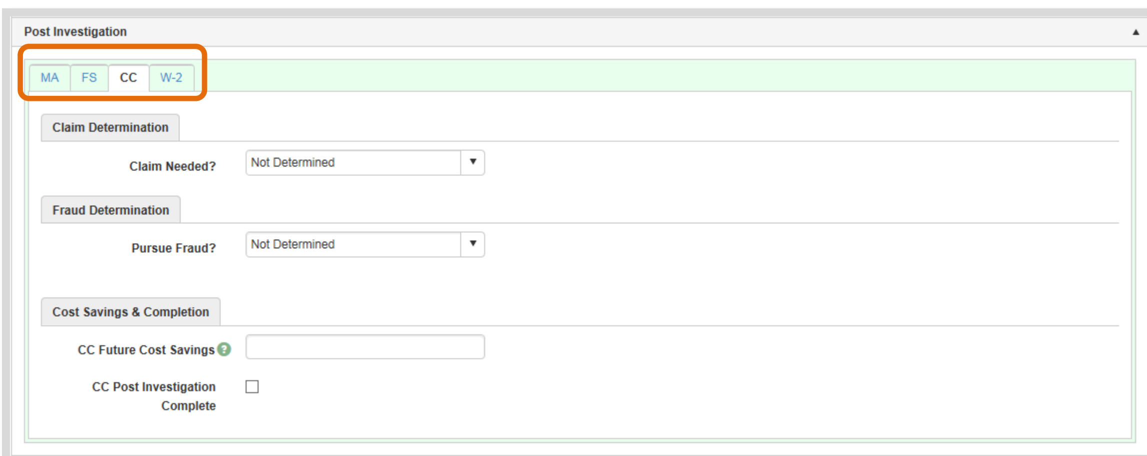


Figure 239 Referral Detail Page – Post Investigation Section

Each program tab contains a Claims Determination, Fraud Determination and Cost Savings & Completion section. Assignment to an investigator is not mandatory to complete Post Investigation for a program area.

19.2 Assigning Post Investigation

The Post Investigation Claim Determination and Fraud Determination sections can be assigned to an investigator any time after the investigation is complete. Assigning an Assignment Type is similar to assigning the Investigation Type: select Internal, PACU, External or DHS-OIG. Assignment to an investigator is not mandatory to complete Post Investigation for a program area.

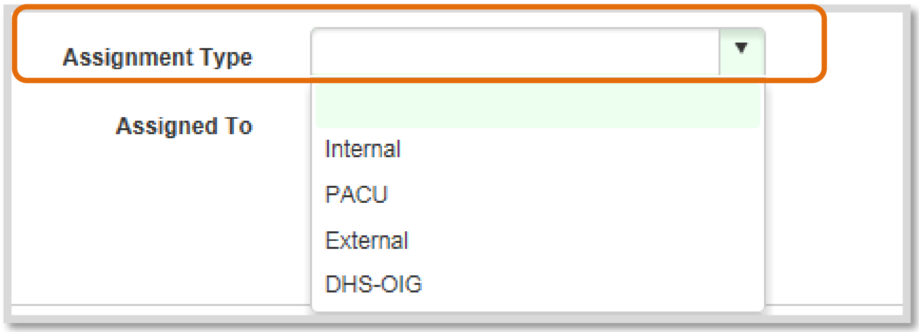


Figure 240 Referral Detail Page – Post Investigation Section

19.2.1 Assigning Internally

STEP 1 Select Assignment Type
Set the Assignment Type to Internal.

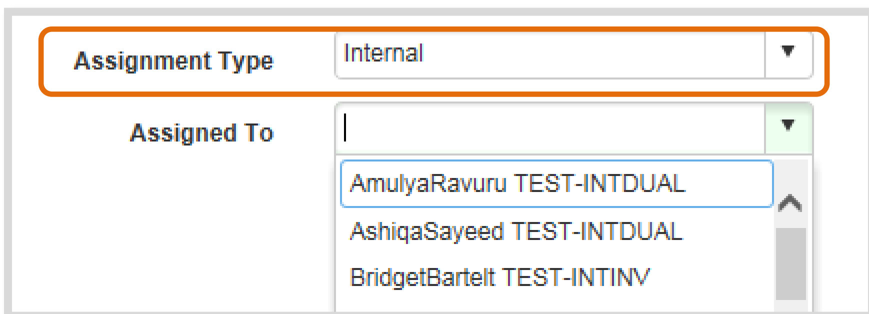


Figure 241 Referral Detail Page – Post Investigation - Internal Assignment Selection

STEP 2 Select an Investigator
A list of internal Investigators in the Gatekeeper's Office and program area is displayed

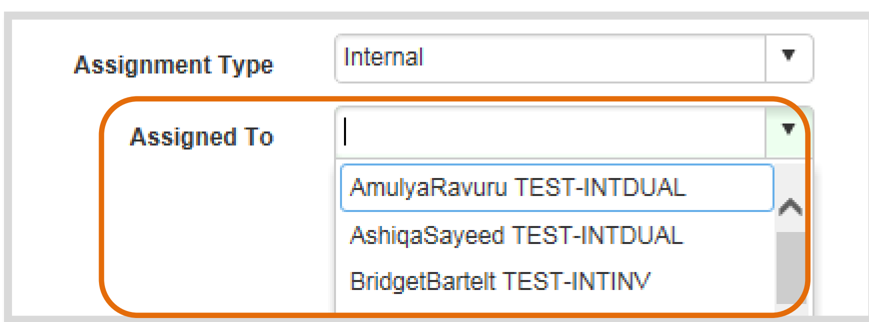


Figure 242 Referral Detail Page – Post Investigation - Internal Assignment Selection

STEP 3 Save the referral

19.2.2 Assigning External Agency

STEP 1 Select Assignment Type
Set the Assignment Type to External.

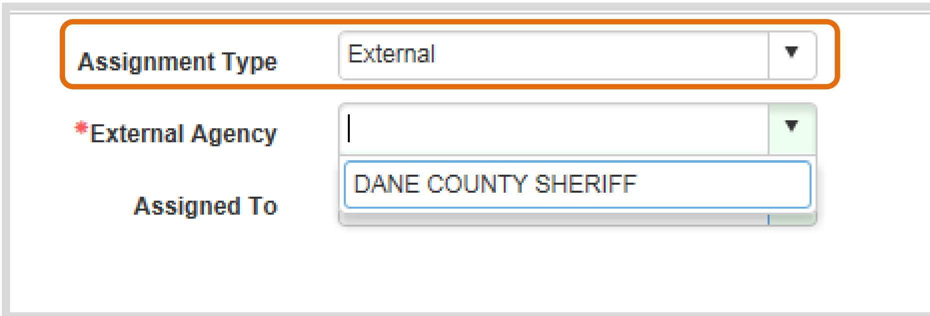


Figure 243 Referral Detail Page – Post Investigation - External Assignment Selection

STEP 2 Select an External Agency

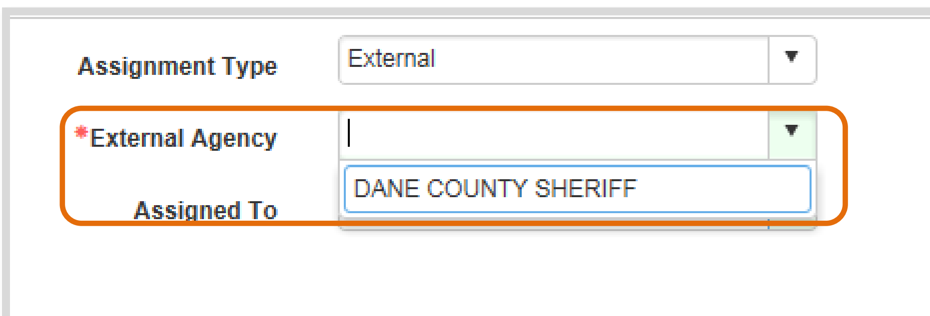


Figure 244 Referral Detail Page – Post Investigation - External Assignment Selection

STEP 3 Save the Referral

19.2.3 Assigning External Investigator

STEP 1 Assign the External Agency

STEP 2 Assign an External Investigator

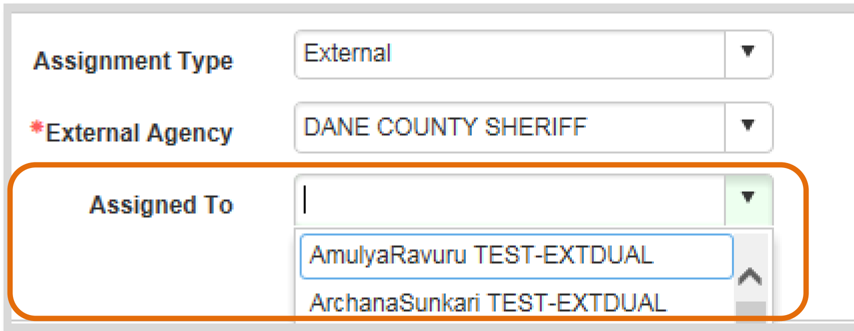


Figure 245 Referral Detail Page – Post Investigation - External Assignment Selection

STEP 3 Save the referral

19.2.4 Assigning to PACU

STEP 1 Select the Assignment Type
Set the PACU Assignment Type from the list.

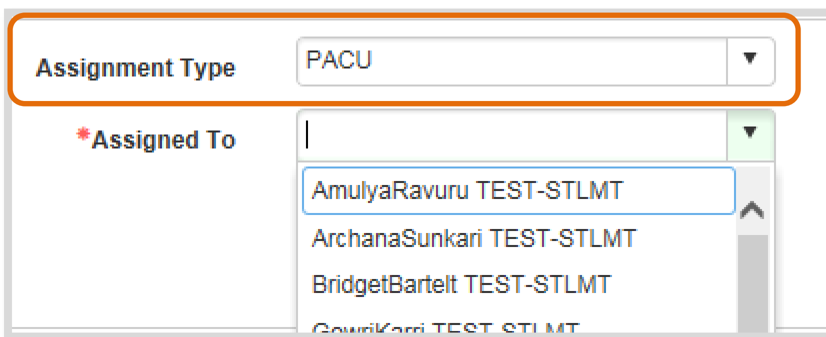


Figure 246 Referral Detail Page – Post Investigation - PACU Assignment Selection

STEP 2 Select a State Limited User

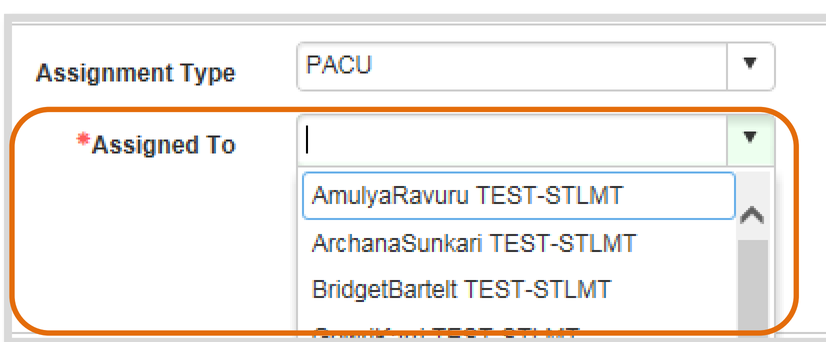


Figure 247 Referral Detail Page – Post Investigation - PACU Assignment Selection

STEP 3 Save the referral

19.2.5 Assigning to DHS-OIG Assignment Type

STEP 1 Select the Assignment Type
Select DHS-OIG from the Assignment Type list.

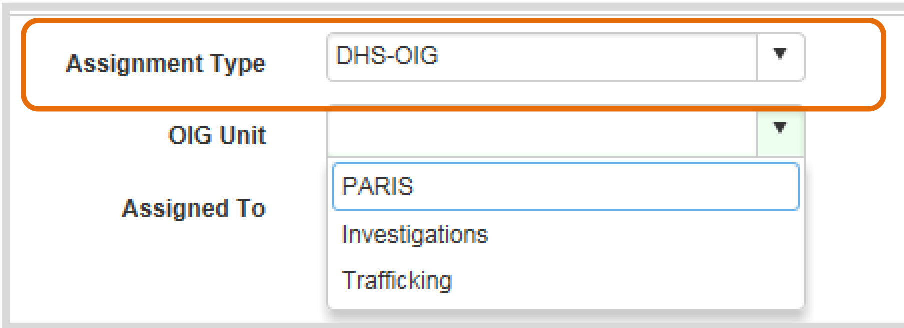


Figure 248 Referral Detail Page – Post Investigation – DHS OIG Assignment Selection

STEP 2 Save the referral

19.2.6 Assigning to DHS-OIG Unit

STEP 1 Set the Assignment Type to DHS - OIG

STEP 2 Select the OIG Unit

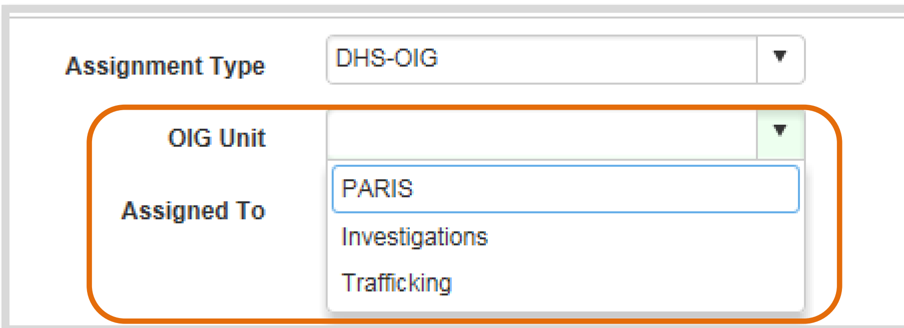


Figure 249 Referral Detail Page – Post Investigation – DHS OIG Assignment Selection

STEP 3 Save the referral

19.2.7 Assigning DHS-OIG Unit Investigator

STEP 1 Set the Assignment Type to DHS - OIG

STEP 2 Set the DHS OIG Unit

STEP 3 Select the Unit Investigator

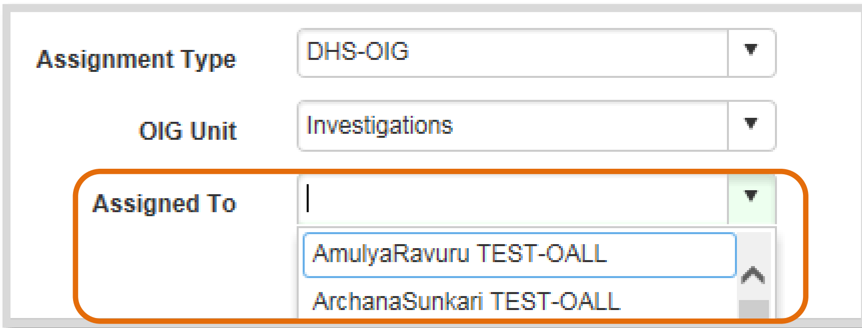


Figure 250 Referral Detail Page – Post Investigation – DHS OIG Assignment Selection

STEP 4 Save the referral

19.3 Perform Post Investigations

To complete Post Investigation, three sections for each program area must be completed: Claim Determination, Fraud Determination and Cost Savings & Completion.

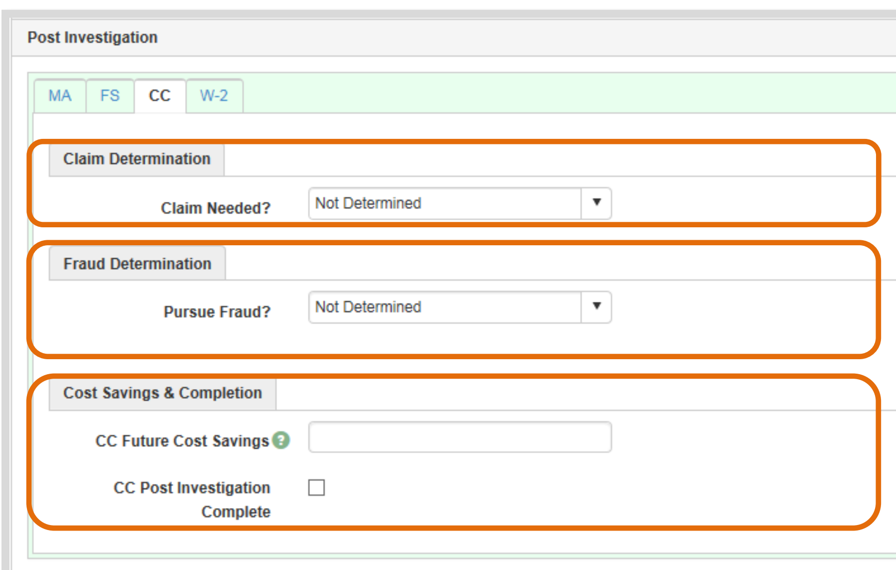


Figure 251 Referral Detail Page – Perform Post Investigation

20.Post Investigation Claim Determination

Purpose: The Post Investigation sub-section provides an area to enter whether a claim is needed and when a claim is created. To complete and close a referral, Claim Needed must be answered for all valid program areas on the referral. Alternately, “Program Invalid” may be selected on the Claim Needed subsections of each Post Investigation Program tab, unless the Program is the IAF on the Referral. The default selection is “Not Determined”. All valid program areas have a Claim Determination subsection. The fields may vary by program area. For more information on who can perform Claims Post Investigation tasks a referral please see Roles.
Required Fields: Claim Needed and if Claim Needed is “Yes” the check mark is needed when the claim is created.
FS Claim Determination section (The FS Claim Determination section has an additional field “Date of Discovery”.

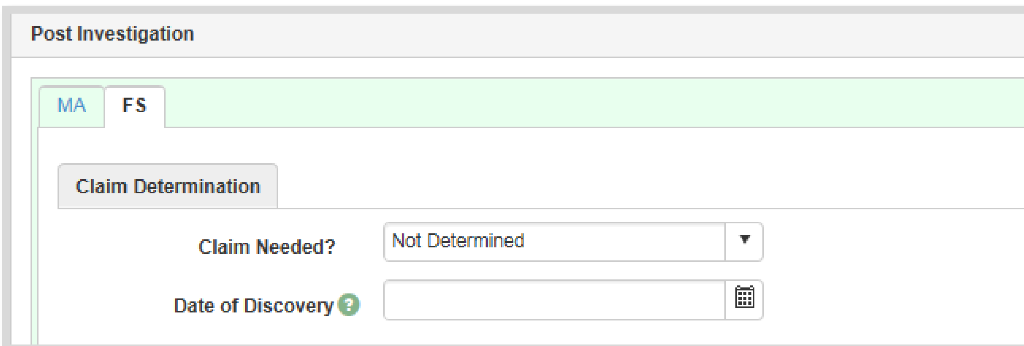


Figure 252 Referral Detail Page – Perform Post Investigation – Claim Determination

MA, CC, W-2 Claim Determination section

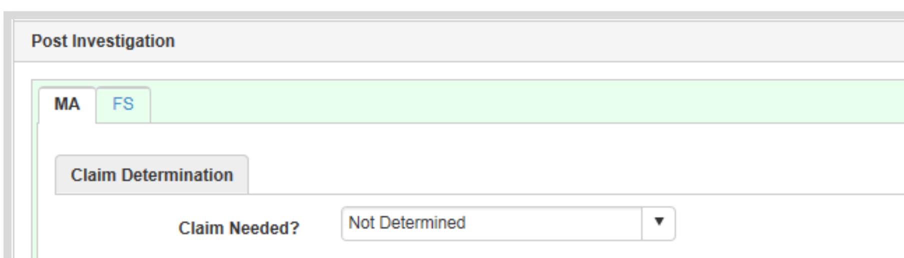


Figure 253 Referral Detail Page – Perform Post Investigation – Claim Determination

The default setting is not determined and the drop down list provides the following options: “Not Determined”, “Yes”,“No” and “Program Invalid”.

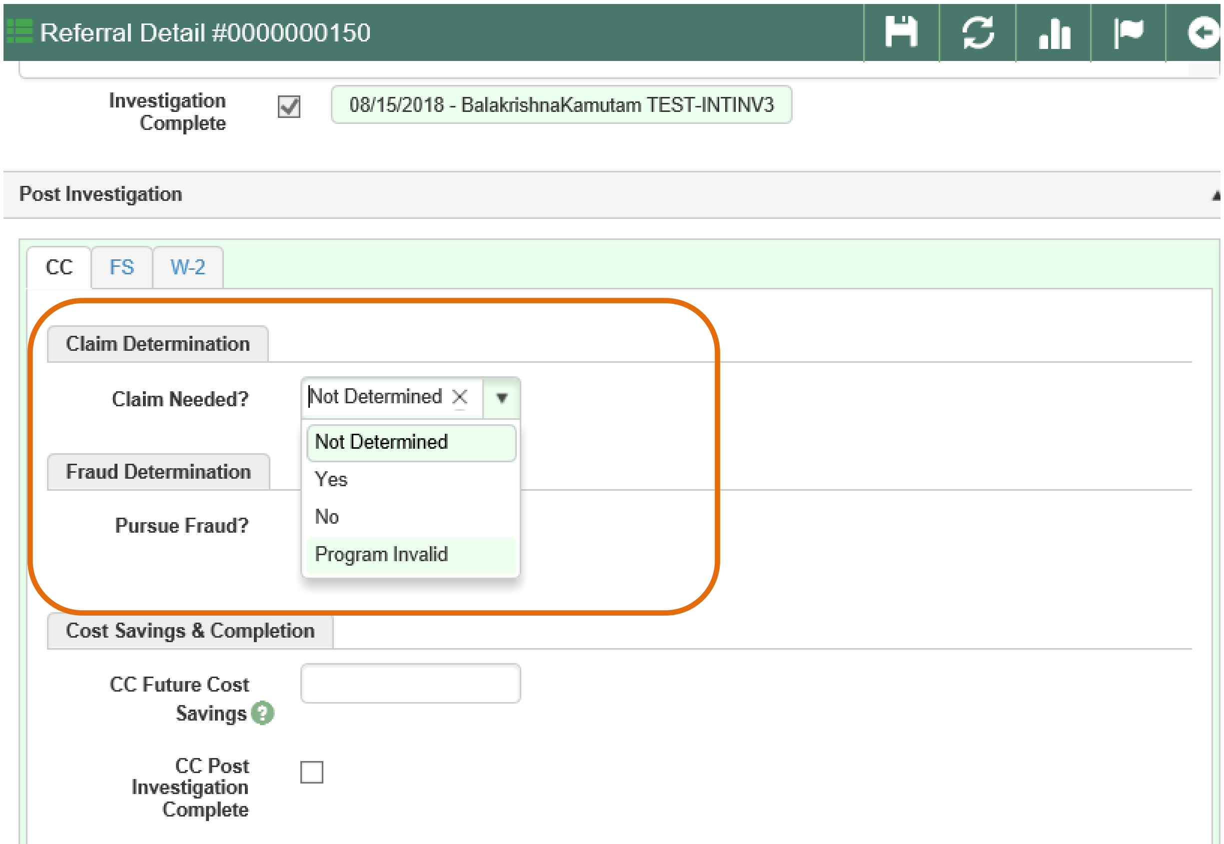


Figure 254 Referral Detail Page – Perform Post Investigation – Claim Determination

20.1 When the Program is Invalid for a Referral

There are times when an investigation did occur that was not applicable for a program area. Such a program maybe set to “Program Invalid” for a Referral. If the Program is the selected IAF on the Referral “Program Invalid” shall not be available.

STEP 1 Set the *Claim Needed* field to “Program Invalid”

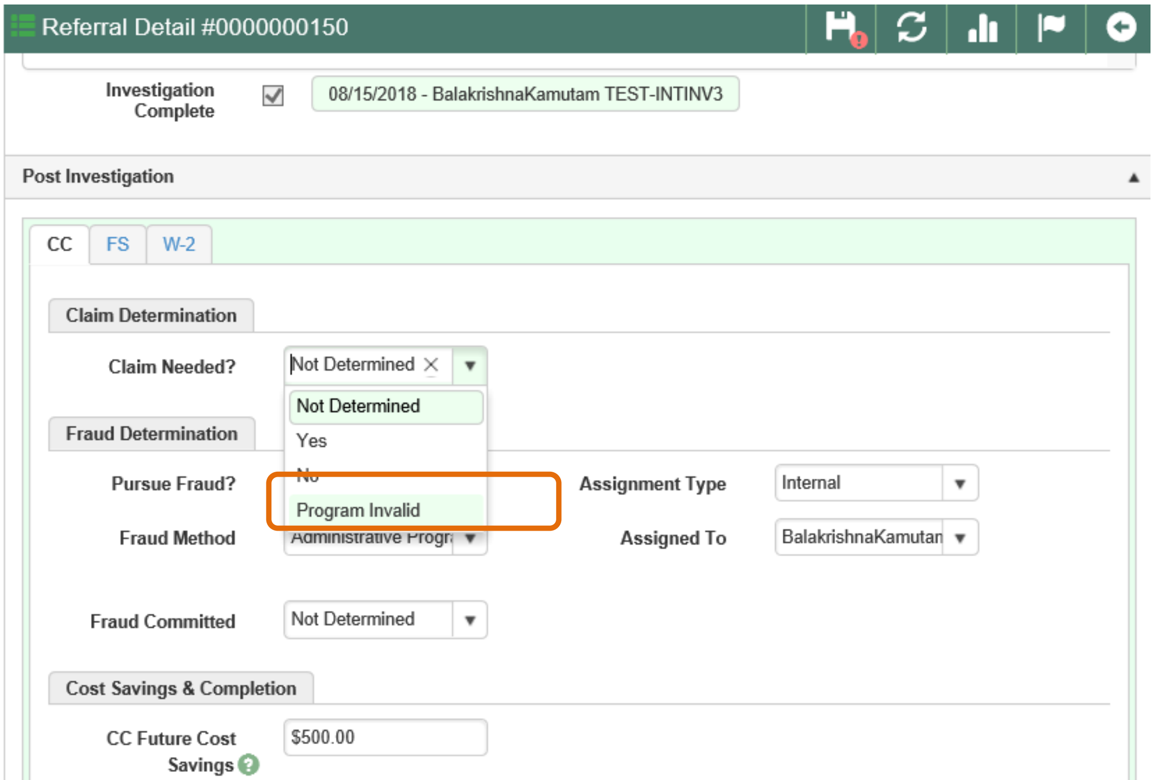


Figure 255 Referral Detail Page – Claim Needed? –Select Program Invalid

As a best practice, if there is existing data in this tab, a worker should verify the correct Program tab and case/referral number prior to selecting Program Invalid. Check the notes on existing tabs for clarification.

IMPORTANT: Selecting “Program Invalid” for Claim Needed does not clear any Claims created in the BV subsystem. Always verify whether Claims have been established for the Referral Program prior to selecting “Program Invalid”

When *Claim Needed* is set to “Program Invalid”, the *Pursue Fraud* subsection will be automatically set to “Program Invalid”. Previously entered data will be cleared. The *Future Cost Savings* is set to zero and *Post Investigation Complete* is checked.

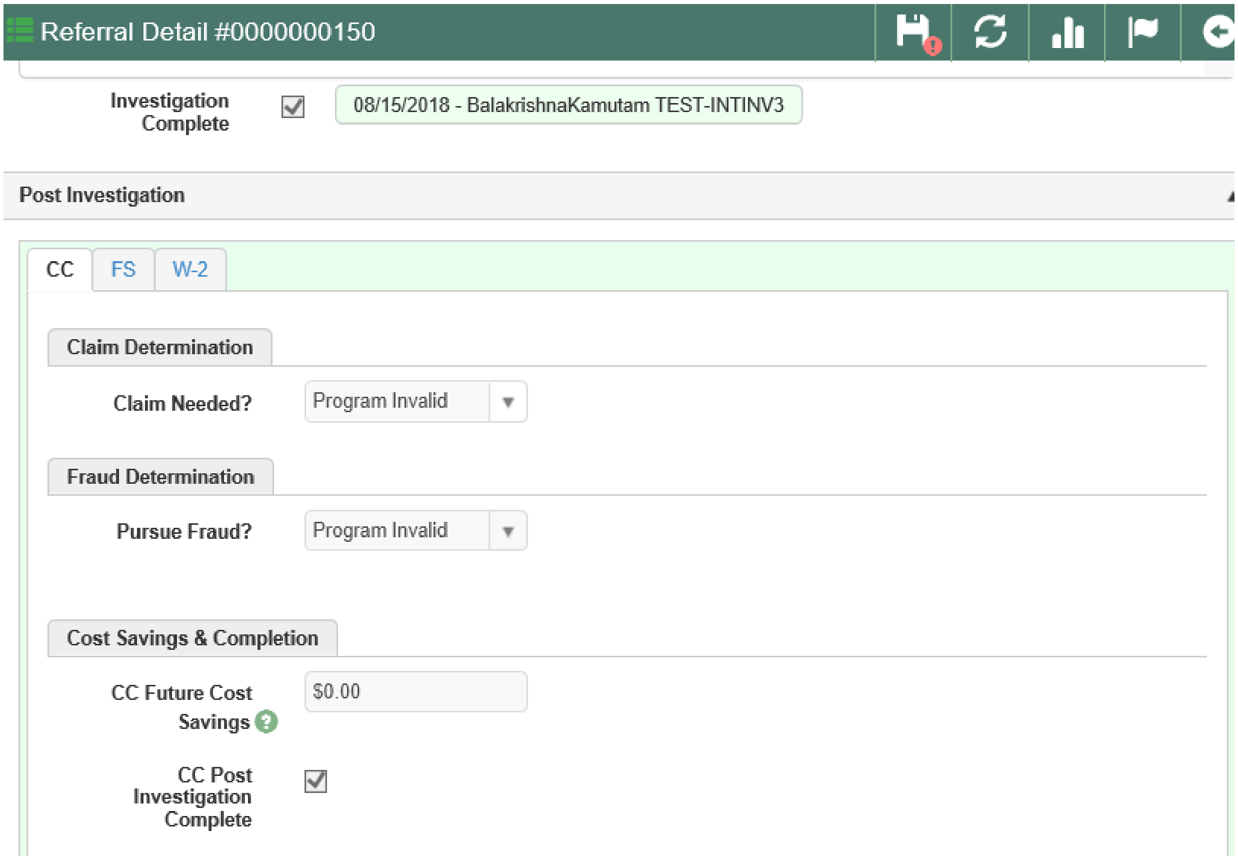
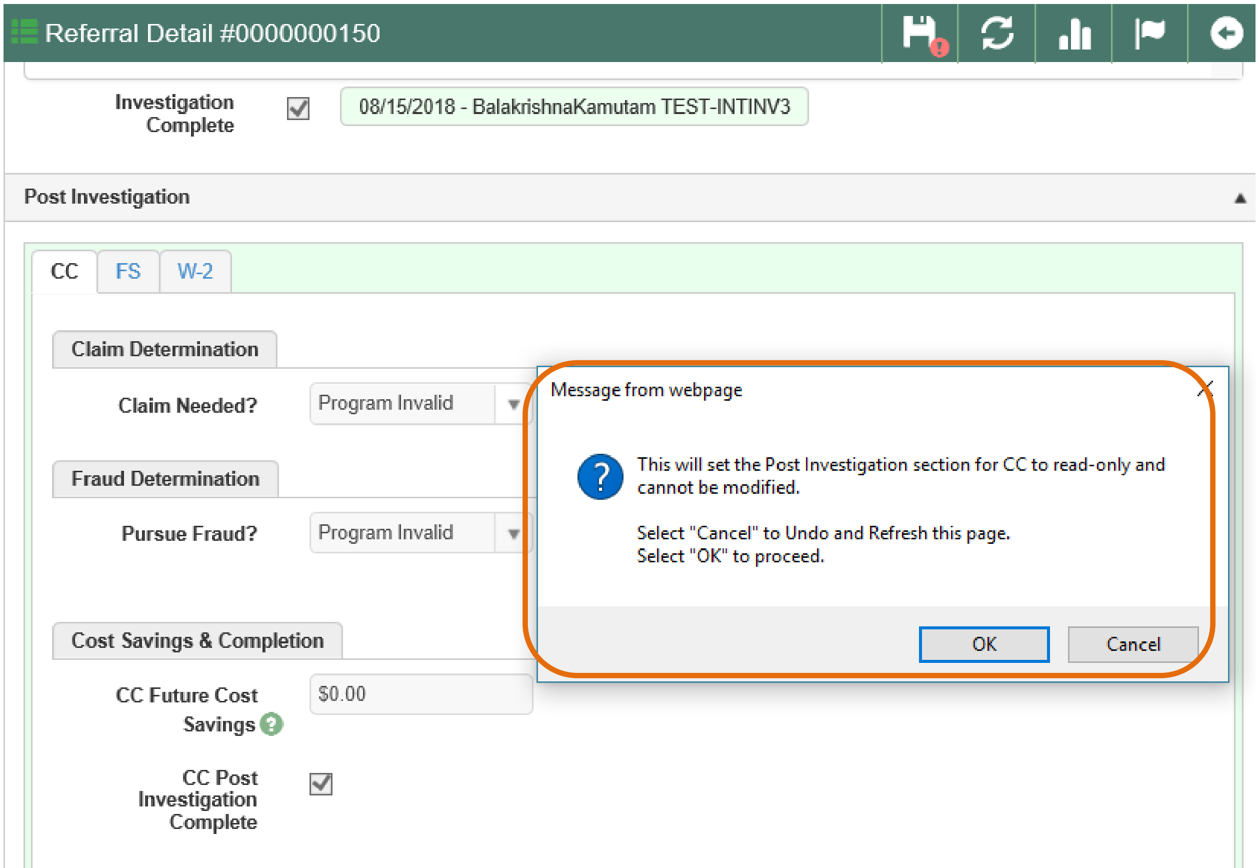


Figure 256 Referral Detail Page - Perform Post Investigation – Set to Program Invalid

STEP 2 Save the referral

STEP 3. A Confirmation message will display



The User may restore data by selecting ”Cancel” to refresh the Program’s Post Investigation sections with any previous data on the tab”

Selecting “OK” will irreversibly set the Program to “Program Invalid”. The program tab displays with a yellow highlight

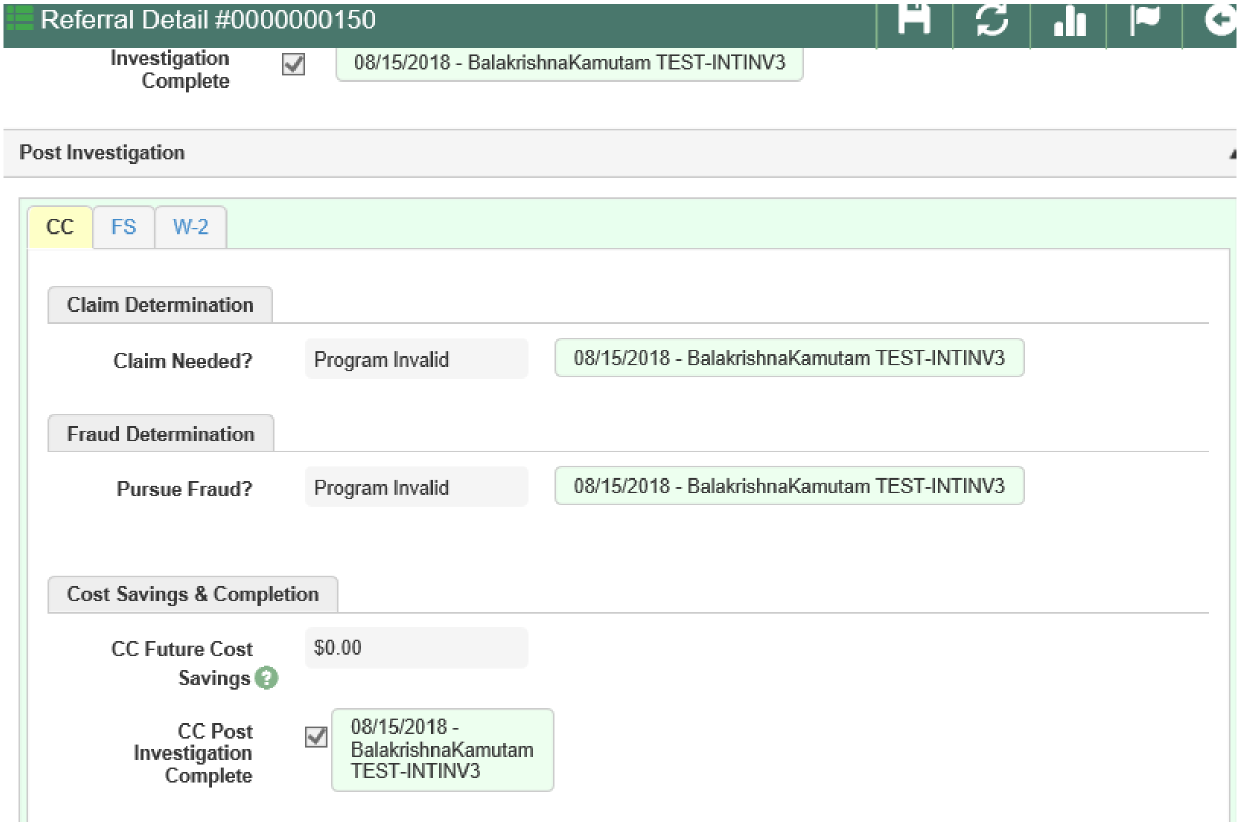


Figure 257 Referral Detail Page – Claim Needed? – Program Invalid Set

The Help Desk role will not be able to reopen the tab. If the program tab was invalidated in error, the Program will need to create a new BRITS Referral and re-process.

Note: When a user saves a response, the name and date of the user who made the selection is displayed.

20.2 When a Claim is not needed

There are times when an investigation did occur that was applicable for a program area and a claim is not needed for the program area.

STEP 1 Set the Claim Needed field to "No"

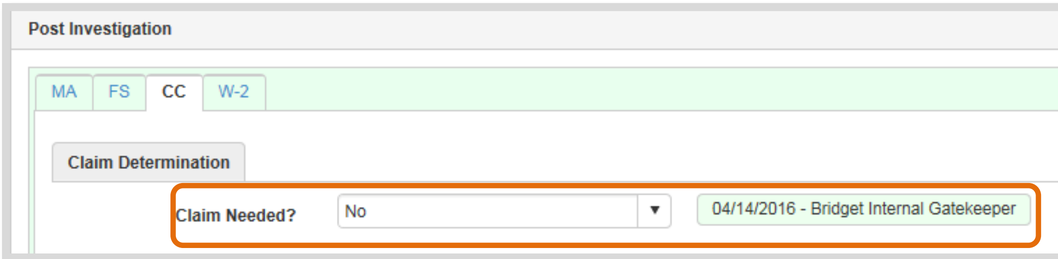


Figure 258 Referral Detail Page – Perform Post Investigation – Claim Determination

Note: When a user saves a response, the name and date of the user who made the selection is displayed.

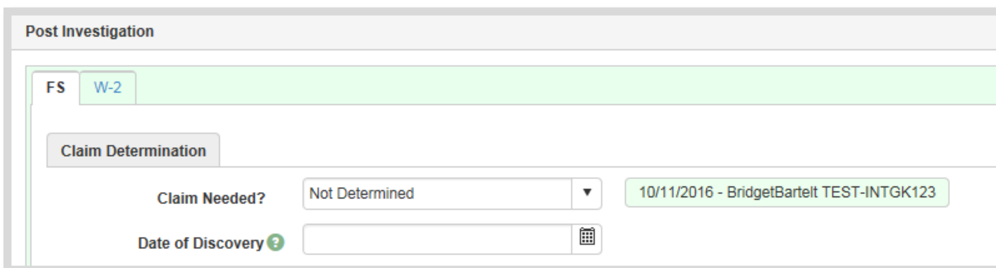


Figure 259 Referral Detail Page – Perform Post Investigation – Claim Determination

STEP 2 Save the referral

20.3 When a Claim is needed

When performing the Claim determination, the user needs to create the claim on BVRF in the CARES Mainframe BV subsystem before selecting the Claim Created checkbox.

STEP 1 Set the Claim Needed field to "Yes"

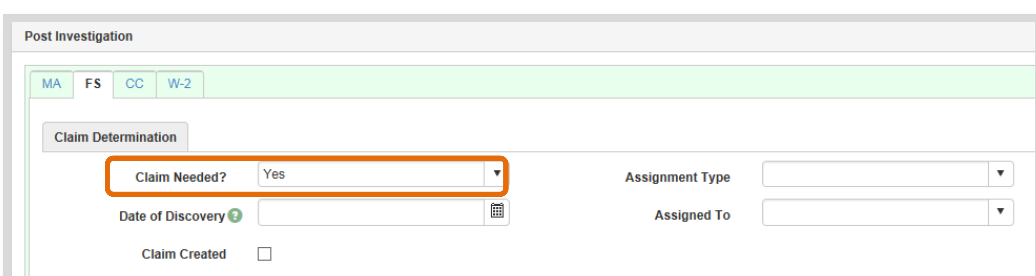


Figure 260 Referral Detail Page – Perform Post Investigation – Claim Determination

STEP 2 Assign the Claim Determination to an [Assignment Type](#) (this is an optional Step)

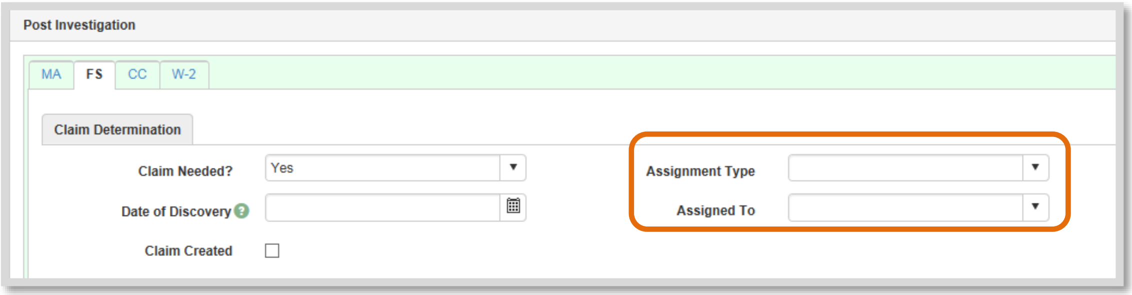


Figure 261 Referral Detail Page – Perform Post Investigation – Claim Determination

STEP 3 Set the Date of Discovery (this field is only required for FS program area)

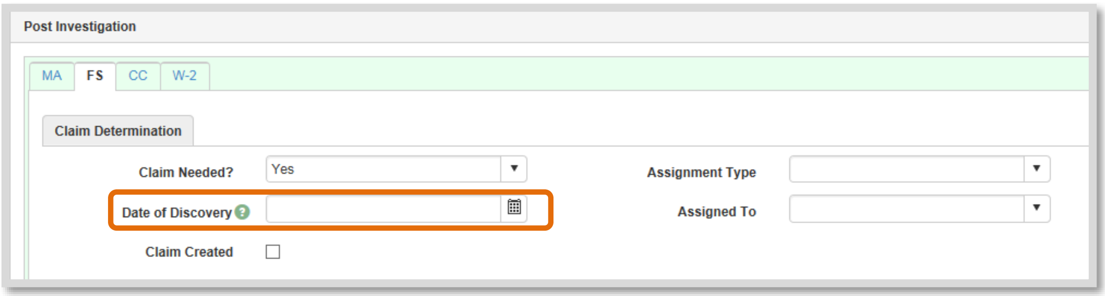


Figure 262 Referral Detail Page – Perform Post Investigation – Claim Determination

STEP 4 Create a Claim on BVRF

STEP 5 Complete the Claim Determination section by Check Claim Created checkbox

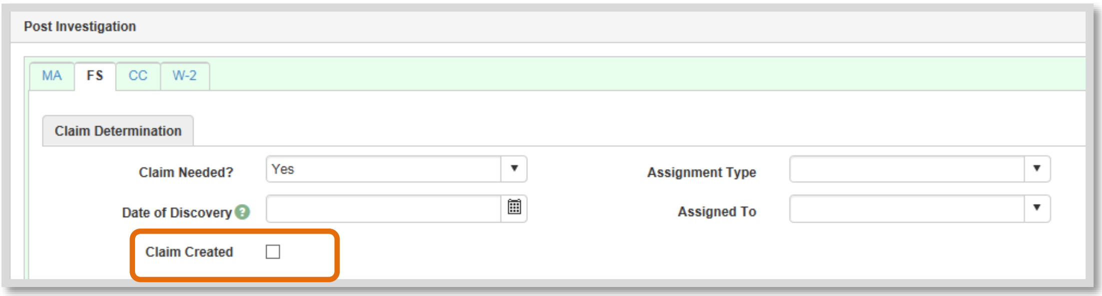


Figure 263 Referral Detail Page – Perform Post Investigation – Claim Determination

STEP 6 Save the referral

21.Post Investigation Fraud Determination

Purpose: The Post Investigation section provides input fields to enter whether fraud was committed, the issue type, and other information specific to Administration Program Policy (APP), Citation, District Attorney (DA), and Administrative Disqualification Hearing (ADH) fraud determination methods. For more information on who can perform Fraud Post Investigation tasks to a referral please see Roles.

Required Fields: See each Fraud Method for required fields.

There are four Fraud Methods available for selection based on the program area. See Table 18 Fraud Method Table for a complete list of available options.

- Child Care (CC) - District Attorney, Administration Program Policy
- Food Share (FS) – Administrative Disqualification Hearing, Citation
- Medical Assistance (MA) – Citation
- Wisconsin Works (W-2) - District Attorney, Citation, Administration Program Policy

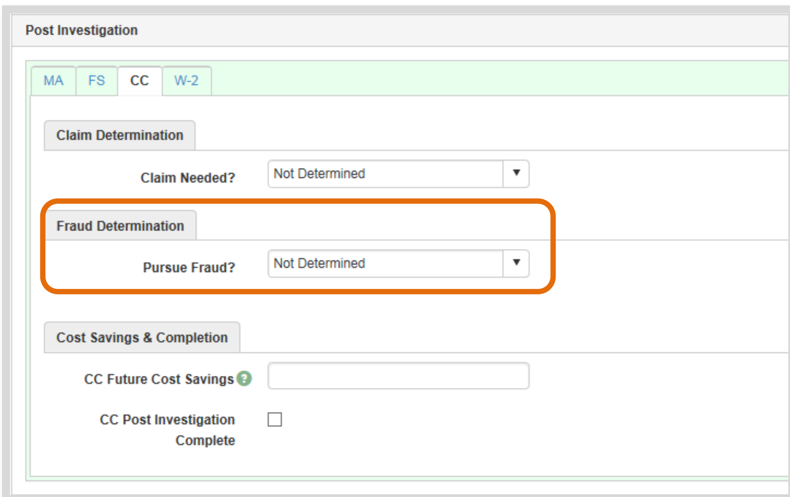


Figure 264 Referral Detail Page – Perform Post Investigation – Fraud Determination

21.1 When the Program is Invalid for a Referral

There are times when a program area is Invalid for a Referral. If the Program is the selected IAF on the Referral "Program Invalid" shall not be available.

STEP 1 Set the Pursue Fraud field to “Program Invalid”

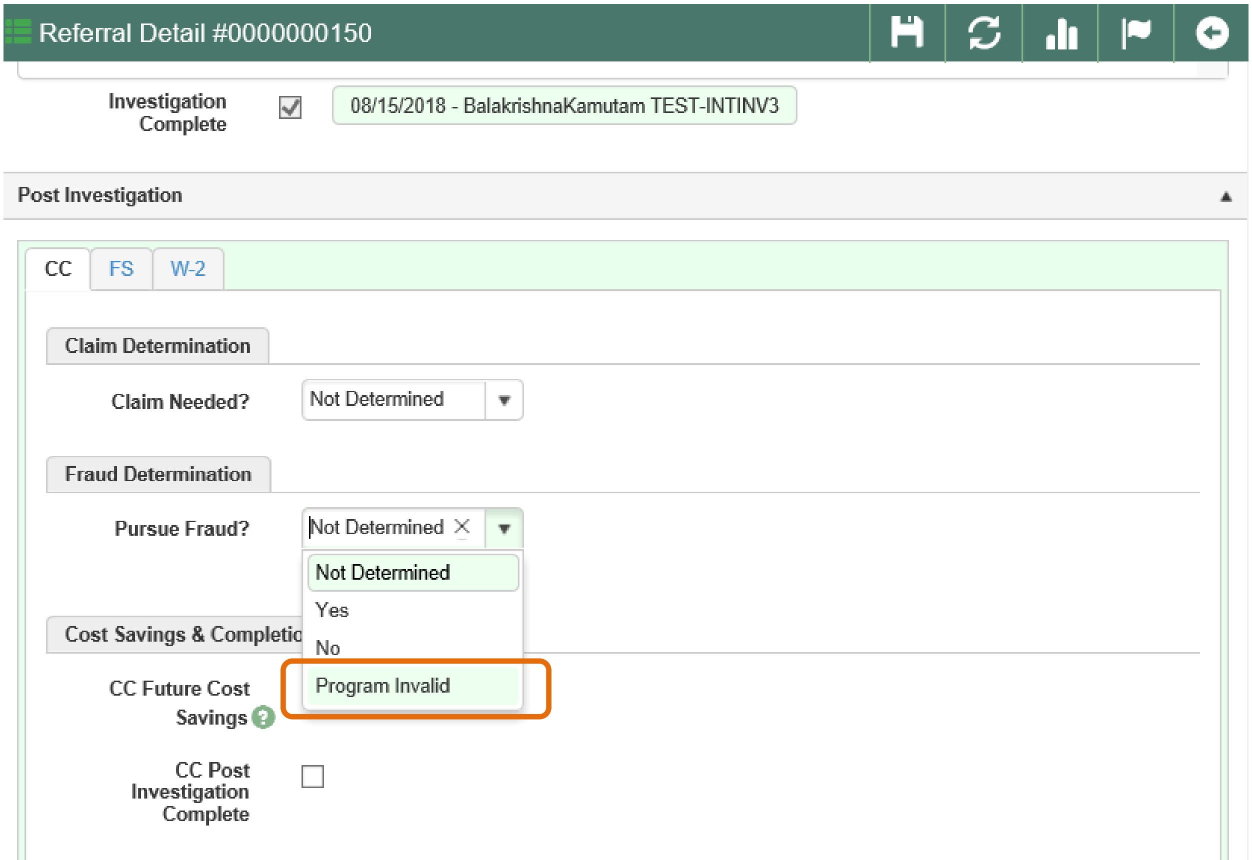


Figure 265 Referral Detail Page – Pursue Fraud? – Program Invalid

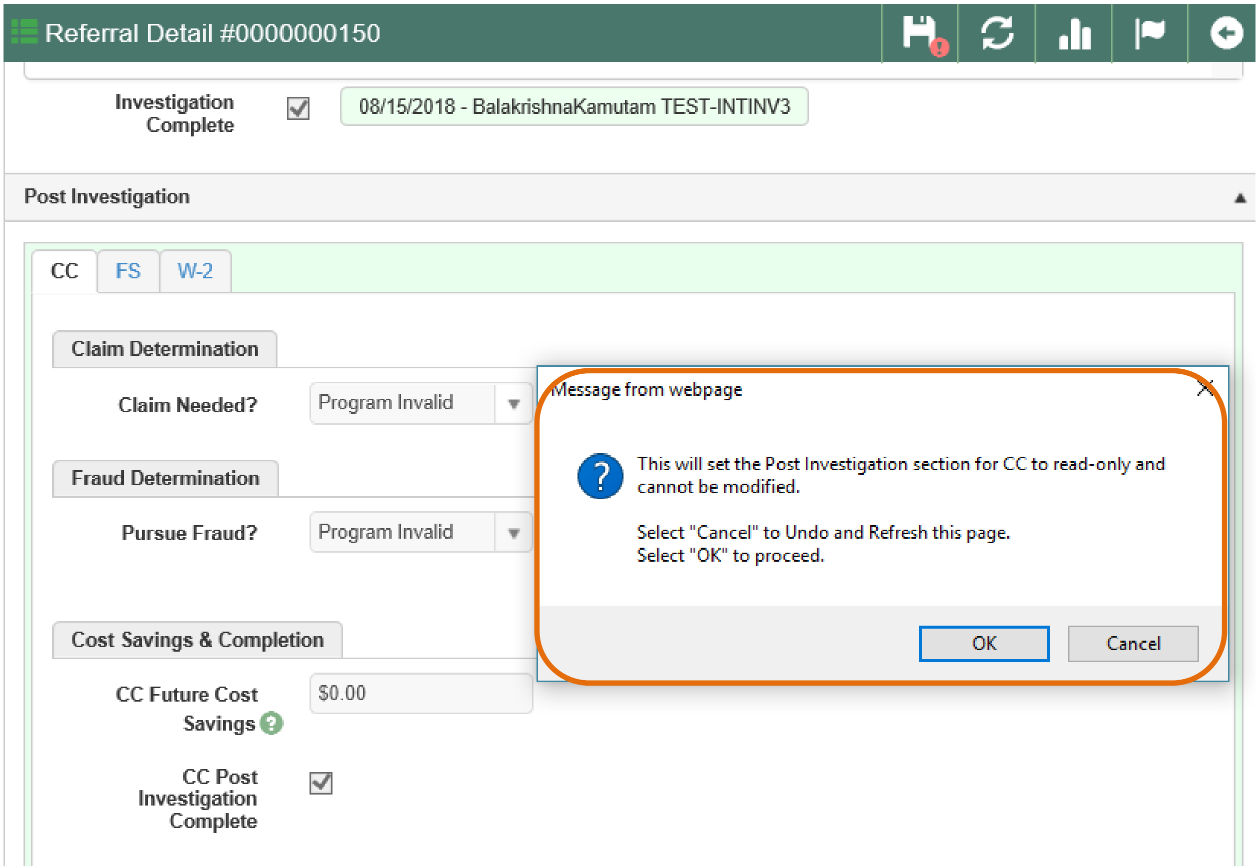
When *Pursue Fraud* is set to “Program Invalid”, the *Claim Needed* subsection will be automatically set to “Program Invalid”. Previously entered data will be cleared. The *Future Cost Savings* is set to zero and *Post Investigation Complete* is checked.

Note: *As a best practice, if there is existing data in this tab, a worker should verify the correct Program tab and case/referral number prior to selecting Program Invalid. Check the notes on existing tabs for clarification.*

IMPORTANT: Selecting “Program Invalid” for Pursue Fraud does not clear any Claims created in the BV subsystem. Always verify whether Claims have been established for the Referral Program prior to selecting “Program Invalid”

STEP 2 Save the referral

STEP 3. A Confirmation message will display



The User may restore data by selecting ”Cancel” to refresh the Post Investigation sections with any previous data on the tab

Selecting “OK” will irreversibly set the Program to “Program Invalid”. The program tab displays with a yellow highlight.

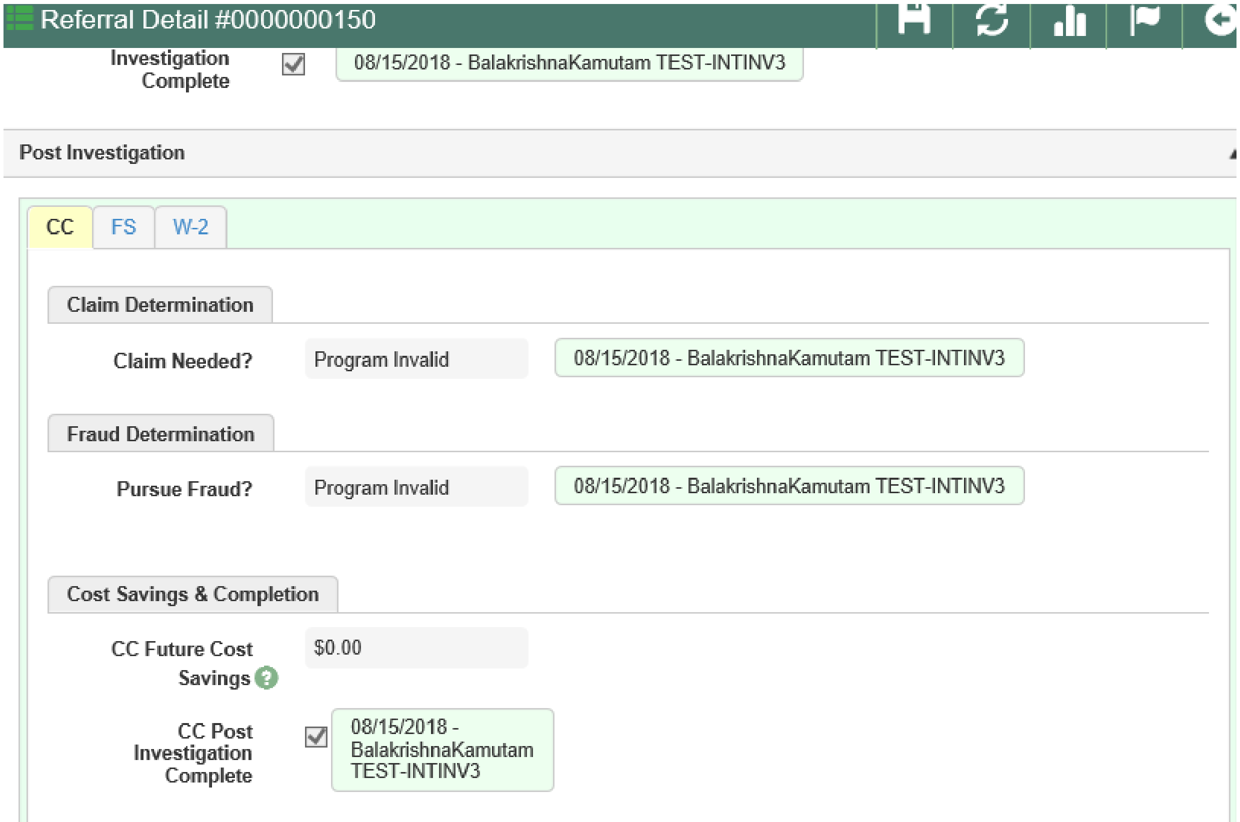


Figure 266 Referral Detail Page – Pursue Fraud? – Program Invalid Set

The Help Desk role will not be able to reopen the tab. If the program tab was invalidated in error, the Program will need to create a new BRITS Referral and re-process.

Note: When a user saves a response, the name and date of the user who made the selection is displayed.

21.2 Fraud Pursuit is Not Needed

There are times when an investigation did occur that was applicable for a program area, however fraud is not pursued for this program area.

STEP 1 Set the Pursue Fraud field to “No”

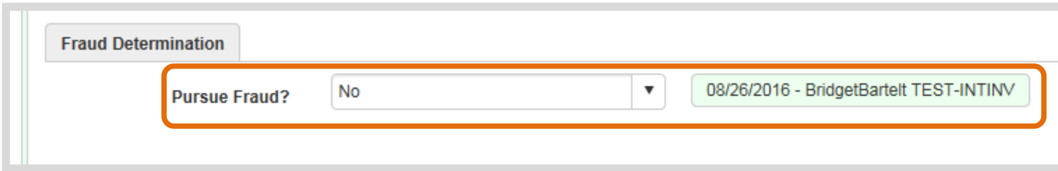


Figure 267 Referral Detail Page – Perform Post Investigation – Fraud Determination

STEP 2 Save the referral

> *Note: When a user saves a response, the name and date of the user who made the selection displays.*

21.3 Fraud Pursuit is Needed

STEP 1 Set Pursue Fraud to “Yes”

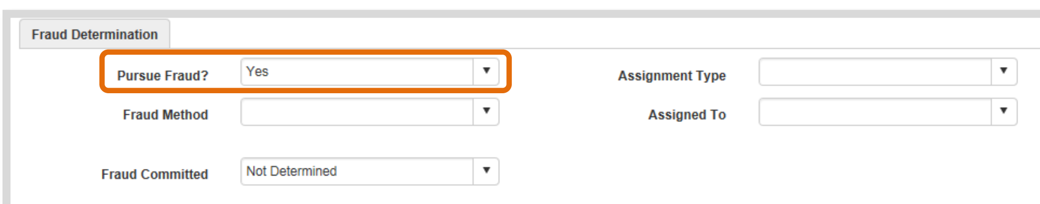


Figure 268 Referral Detail Page – Perform Post Investigation – Fraud Determination

STEP 2 Select an Assignment Type (OPTIONAL)

STEP 3 Select a Fraud Method

Fraud Methods

W-2	MA	CC	FS
District Attorney (DA)	District Attorney (DA)	District Attorney (DA)	District Attorney (DA)
Citation	Citation	Administration Program Policy(APP)	Citation

Administration Program Policy(APP)			Administrative Disqualification Hearing (ADH) & Waiver

Table 18 Fraud Method Table

I. **District Attorney Fraud Determination method for W-2 & CC**

The required fields for the DA Fraud Determination method are: Referred to DA Date, Court Case Number, Prosecuted, Prosecuted/Non-Prosecuted reason, Decision Date and any Restitution Amount.

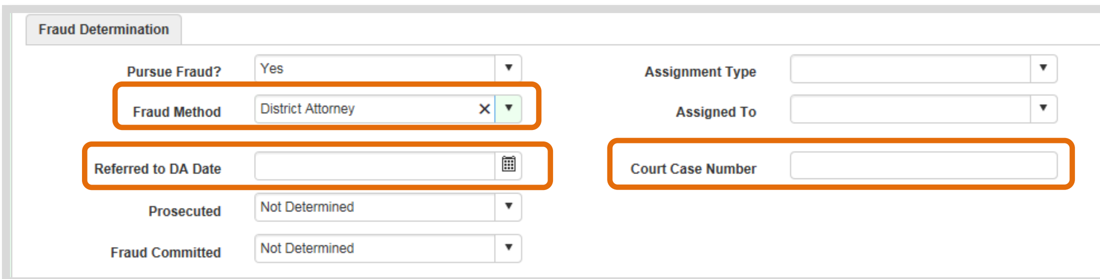


Figure 269 Referral Detail Page – Perform Post Investigation – Fraud Determination – District Attorney

A. Set the Fraud Method to District Attorney (DA)
B. Enter the Referred to DA Date
C. Enter the Court Case Number
D. Enter whether the case was prosecuted in the Prosecuted field
E. Enter additional fields based on if the case was prosecuted.
    a) If Prosecuted is "No"
        - Enter the Non Prosecution Reason
        - Enter the Decision Date

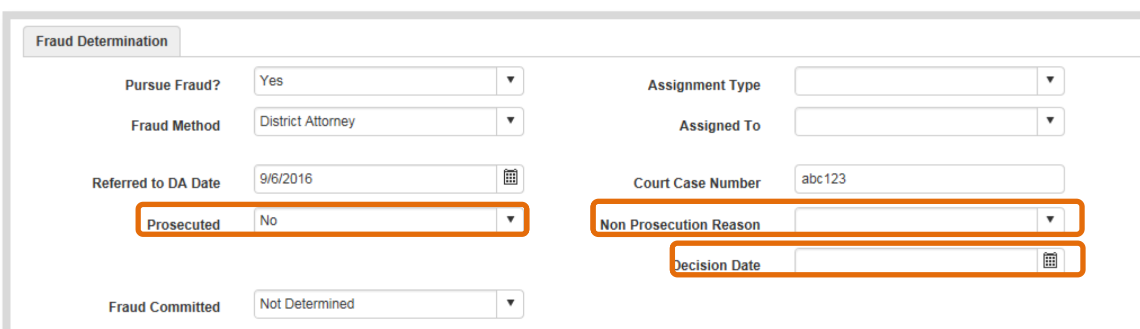


Figure 270 Referral Detail Page – Perform Post Investigation – Fraud Determination – District Attorney

    b) If Prosecuted is "Yes"
        - Enter any Restitution Amount

- Enter Prosecution Outcome
- Enter Decision Date

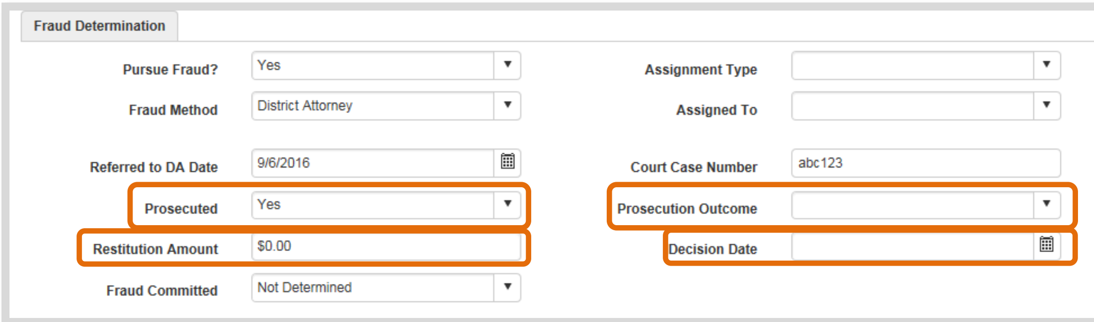


Figure 271 Referral Detail Page – Perform Post Investigation – Fraud Determination – District Attorney

F. Enter if Fraud is Committed
Once Fraud Committed is answered all other fields in the Fraud Determination section for the program area are required.

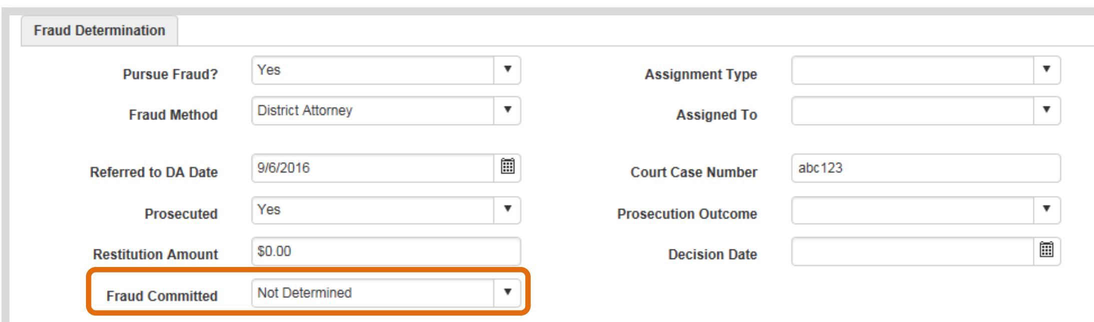


Figure 272 DA Fraud Method

a) If Prosecuted field is set to “Yes” and the Prosecution Outcome field is set to either “Pre-Trial Diversion” or “Conviction” then the Fraud Committed field is set to “Yes”

b) If Prosecution field is set to “Yes” and the Prosecution Outcome is set to “Unable To Complete Prosecution”, “Acquittal” or “Dismissal” then the Fraud Committed field is “No”

c) If Prosecution field is set to “No” and Non-Prosecution Outcome is “DA’s Discretion Not To File Charges”, “Facts Insufficient “, “Small Amounts Involved “, “Special Hardship “, ” Unable To Locate “, “Voluntary Repayment Agreement” or “Pre-Charge Diversion” then Fraud Committed is either “Yes” or “No”.

G. Save the referral

II. **Administrative Disqualification Hearing (ADH) for FS**

The required fields for the Administrative Disqualification Hearing (ADH) Fraud Determination method are: ADH Date, ADH Hearing Date, ADH Case Number, ADH Decision, ADH Decision Date and depending on ADH decision, at least one Waiver. Waiver required fields are: Offered Date, Offered To (PIN) and Offered By.

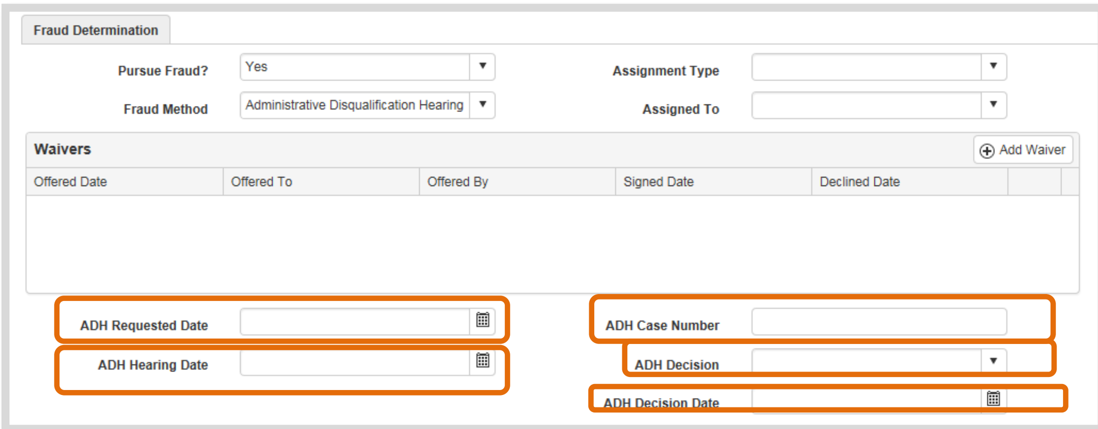


Figure 273 Referral Detail Page – Perform Post Investigation – Fraud Determination – ADH

A. Set the Fraud Method to Administrative Disqualification Hearing (ADH)
B. Enter the ADH Requested Date
C. Enter the ADH Case Number
D. Enter the ADH Hearing Date
E. Enter the ADH Decision Date
F. Enter the ADH Decision
    a) If ADH Decision is: IPV Found, No IPV Found or Hearing Withdrawn
        - No Waiver is required
    b) If ADH Decision is IPV by Signed Waiver
        - At least one Waiver must be completed

G. Add Waiver

Waivers can be added and edited as needed but not deleted.

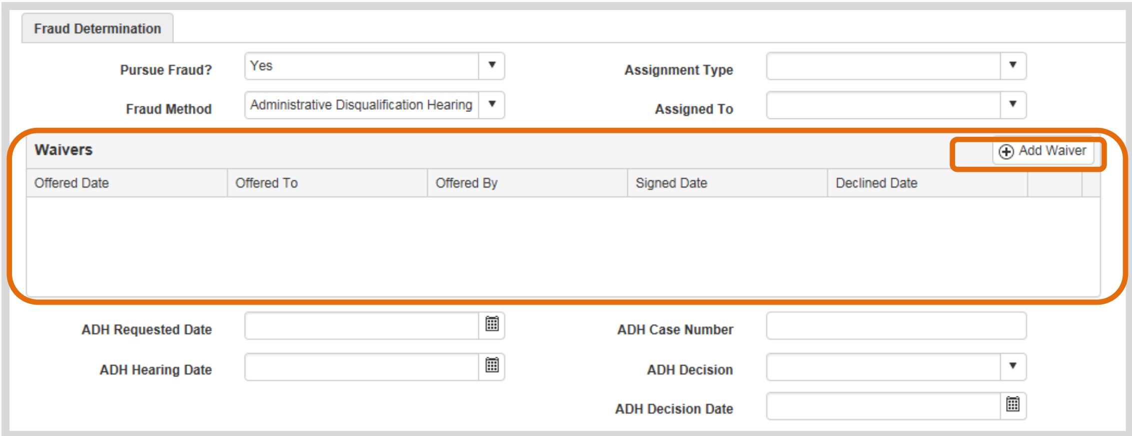


Figure 274 Referral Detail Page – Perform Post Investigation – Fraud Determination - ADH

a) Select the Add Waiver button

Figure 275 Post Investigation – Waivers

b) Enter the Offered Date
c) Enter the Offered To *** PIN must be 10 digits and exist in CARES*
d) Enter the Offered By
e) Select Update

Figure 276 Referral Detail Page – Perform Post Investigation – Fraud Determination - ADH

H. Edit a waiver

Figure 277 Referral Detail Page – Perform Post Investigation – Fraud Determination - ADH

a) Select the Edit icon to open the waiver dialog box.
b) Once a waiver has been returned enter the Signed Date or make changes as needed
c) Select Update

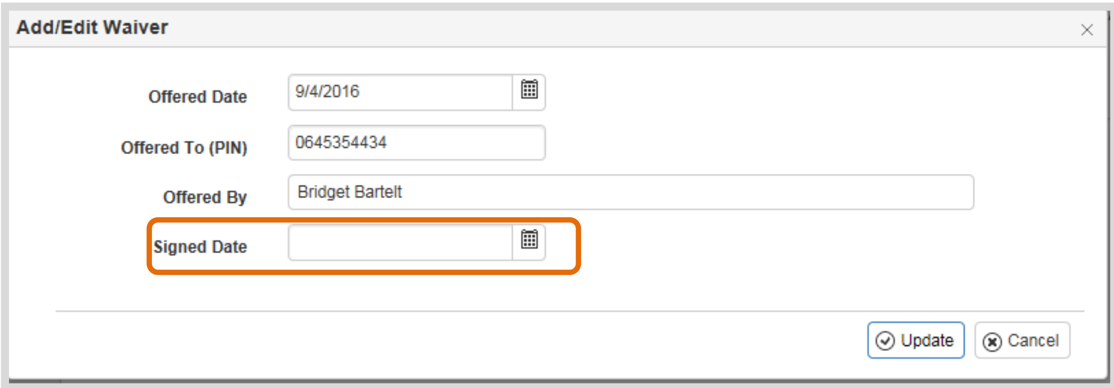


Figure 278 Referral Detail Page – Perform Post Investigation – Fraud Determination - ADH

I. Enter whether Fraud was Committed
Once Fraud Committed is answered, all other fields in the Fraud Determination section for the program area are required.
   a) If ADH Decision is "IPF Found" or "IPV By Signed Waiver" then Fraud Committed is "Yes"
   b) If ADH Decision is "No IPV Found", or "Withdrawn Hearing" then Fraud Committed is "No"

J. Save the referral

III. Citation Fraud Method for W-2, FS, MA
The required fields for the Citation Fraud Determination method are: Citation Issue Date, Court Case Number, Citation Written By, Restitution Amount, Prosecution Outcome, and Decision Date.

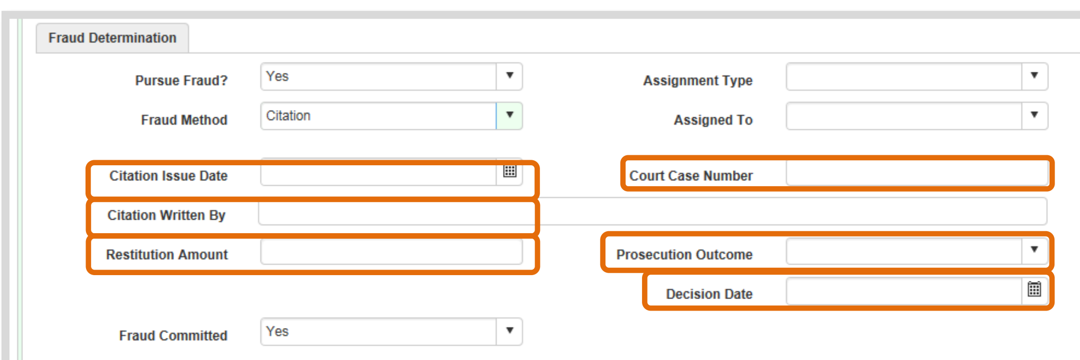


Figure 279 Referral Detail Page – Perform Post Investigation – Fraud Determination - Citation

A. Set the Fraud Method to Citation

B. Enter the Citation Issue Date
C. Enter the Court Case Number
D. Enter the Citation Written By
E. Enter the Prosecution Outcome
F. Enter the Decision Date
G. Enter if Fraud Committed
Once Fraud Committed is answered all other fields in the Fraud Determination section for the program area are required.

a) If Prosecution Outcome is “Prosecution Code Conviction” then set Fraud Committed to “Yes”.
b) If Prosecution Outcome is “Prosecution Code Acquittal” or “Prosecution Code Dismissal” then set Fraud Committed to “No”.

H. Save the referral

IV. Administration Program Policy (APP) Fraud Method for CC and W-2
Fraud Committed is the only required field.

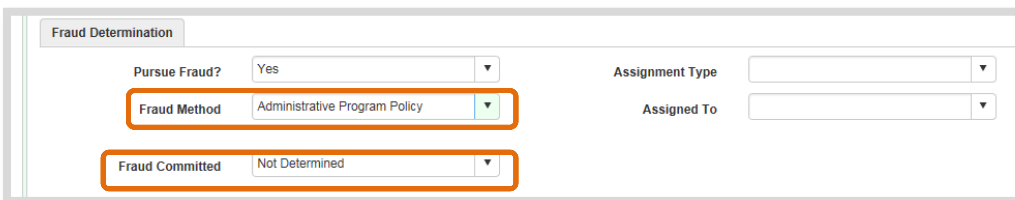


Figure 280 Referral Detail Page – Perform Post Investigation – Fraud Determination – APP

A. Set the Fraud Method to Administration Program Policy(APP)
B. Select whether Fraud was Committed “Yes” or No”
C. Save the referral

V. **Switching from one Fraud Method to another**
When one fraud method is entered for a program area and switched later to another fraud method, an auto comment is added to the Comment section detailing any fields that were entered. Additionally, the name and date the fraud method was switched are also listed. For more information see Auto Comments. Note: These comments will not transfer to case or pin level comments.

A. To change to another Fraud Method simply select the new fraud method from the Fraud Method field.
B. Enter fields
C. Save the referral

22.Cost Savings & Completion of a program

Purpose: The Cost Savings & Completion section provides a place for the user to enter any future cost savings and mark the program as complete for Post Investigation. For more information on who can perform Cost Savings & Completion on a referral please see Roles. Once a Program area in Post Investigation is completed only a Help-Desk can re-open the program.

Required Fields: The Cost Savings & Completion fields are only required when attempting to close the Post Investigation for a program area. When the program area is ready to be completed, the Cost Savings field and Post Investigation Complete check mark are required. Once a Program has been set to "Program Invalid" in Post Investigation, the Future Cost Savings is automatically set to zero ($0.00) and the Post Investigation Complete is checked.

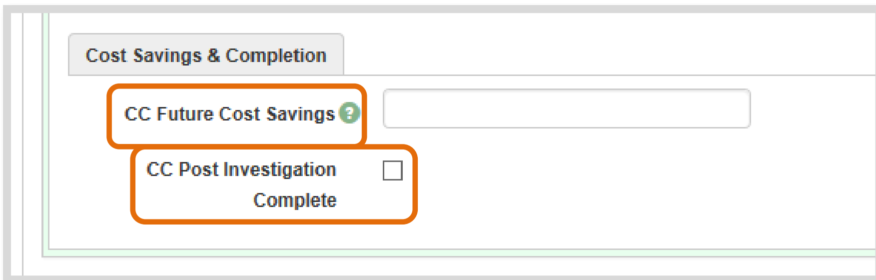


Figure 281 Referral Detail Page – Perform Post Investigation – Cost Savings & Completion

Step 1 Enter the Future Cost Savings
There is a help icon that explains how to figure the Cost Savings. If there are no cost savings a zero (0) must be entered.

For W-2:

The future savings amount for W-2 is the last monthly benefit amount of W-2 that the assistance group would have received had W-2 not been closed or denied.

For CC:

The future savings amount for CC is the last monthly benefit amount of child care that the assistance group would have received had child care not been closed or denied.

For MA:

For Applications that are denied:

- For BC+ or Family Planning Only Services (FPOS) use $100 for one month's savings for a child (under 19) and $200 for one month's savings for an adult
- For Institution or Community Waiver applications use $3000 for one month's savings
- For all other EBD-related MA applications use $500 for one month's savings

For Open Cases

- For BC+ or FPOS use $100 for one month's savings for a child (under 19) and $200 for one month's savings for an adult
- For BC+ recipients now eligible for BC+ Premium, use the premium amount for one month's savings
- For Institution or Community Waiver cases use $3000 for one month's savings
- For all other EBD-related MA cases use $500 for one month's savings

For FS:

For Applications that are denied:
Use one month's full benefit amount for the household size

For Open Cases:
Use one month's difference between the benefit issued and the correct benefit amount

STEP 2 Mark the Post Investigation Complete box.

STEP 3 Save the Referral

23.Closing a Referral

Purpose: There are many options for closing a referral. Each option has its own set of requirements. For more information on who can close a referral please see Roles.

23.1 Referral Completion

To complete a referral, all post investigation sections must be complete and the checkbox must be completed for all valid program areas on the referral. The Closed Date is generated when all program areas are reviewed and complete their tabs in Post Investigation. Only a Help-Desk can re-open a closed program in Post Investigation and is responsible for tracking the referral until they assign either the Claim or Fraud Determination to an investigator, until that happens it will not be on any roles workload. For more on completing a program area tab in the post investigation section see Cost Savings & Completion.

23.2 Voiding

A Voided referral is a referral that was made by mistake or created in error. Once a referral is voided it can no longer be viewed. A voided referral will not appear on any case Detail Pages. Once a referral has been assigned, it can only be voided by Help-Desk if the status is 'Unassigned".

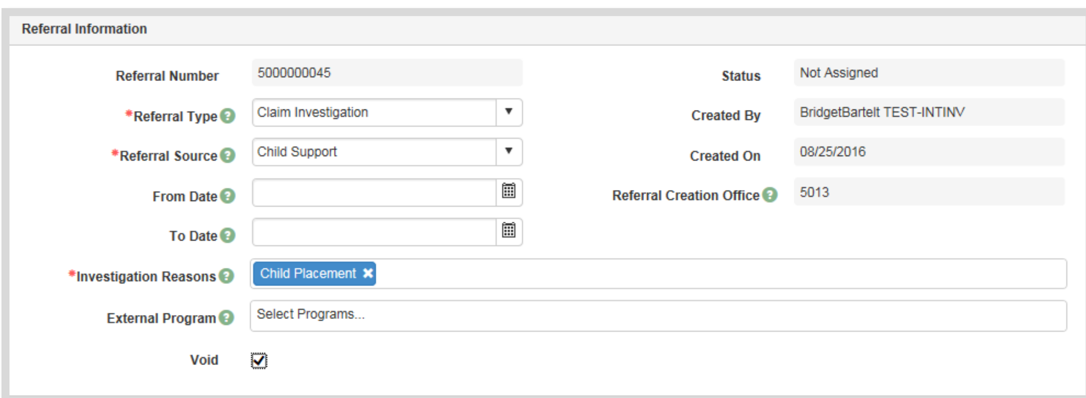


Figure 282 Referral Detail Page – Voiding

Roles	Status	Void referral I created	Void referral I did NOT create
Worker	Not Assigned	yes	no
State View Only	N/A	N/A	N/A
Super User Role	Not Assigned	yes	no
Super User Role	Unassigned	yes	yes
Gatekeeper	Not Assigned	yes	no
Investigator/Claims Overpayment Specialist (COS)	Not Assigned	yes	no
External Gatekeeper	N/A	N/A	N/A
External Investigator	N/A	N/A	N/A
State Limited	Not Assigned	yes	no
DHS-OIG Queue Master	Not Assigned	yes	no
DHS-OIG Unit Gatekeeper	Not Assigned	yes	no
DHS-OIG Unit Investigator	Not Assigned	yes	no

Figure 272 Void Functionality Grid 1.1 – Voiding

STEP 1 Void a referral by selecting the checkbox next to the Void field

STEP 2 Select "OK" in the notification pop-up

STEP 3 Save the referral

23.3 Invalidate Referral

A user has the option to invalidate the referral for their authorized program area. A referral would be invalidated for a program when the referral has no relevance to that particular program. The referral may still be relevant for another program area that the case is associated with. If all program areas are invalidated the referral itself becomes invalidated. If the referral is invalidated, it falls off of the Gatekeeper's workload page.

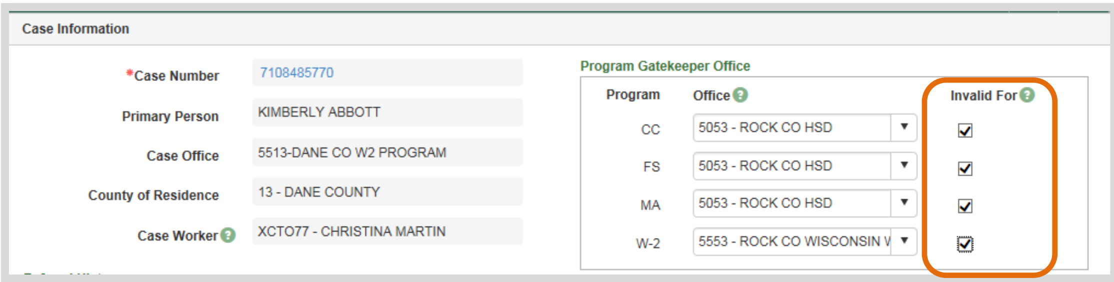


Figure 273 Referral Detail Page – Invalidate Program Gatekeeper Office

STEP 1 Invalidate a Program Gatekeeper Office
Based on a user’s security authorization, mark the invalid for checkbox for the appropriate program area.

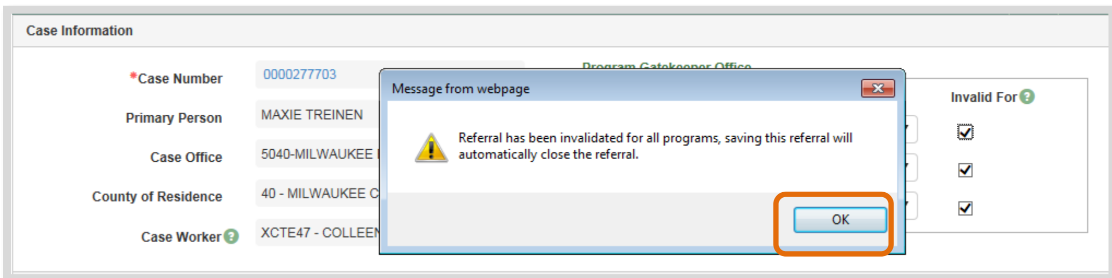


Figure 274 Referral Detail Page – Invalidated Referral

STEP 2 Notification Message
After invalidating a program area, a notification message displays; select “OK” to move forward.

STEP 3 Save the referral

V. WORKLOAD

24.Workload Usage

Purpose: The workload page displays the referrals associated with a user and displays the referral they need to review or perform some action on. For more information on who has a workload on a referral please see Roles. Note: This excludes Worker profile.

Required Fields: None

24.1 Internal Gatekeeper's workload

The Internal Gatekeeper's workload page lists referrals that need to be assigned to an Investigator and when Post Investigation needs a task to be performed.

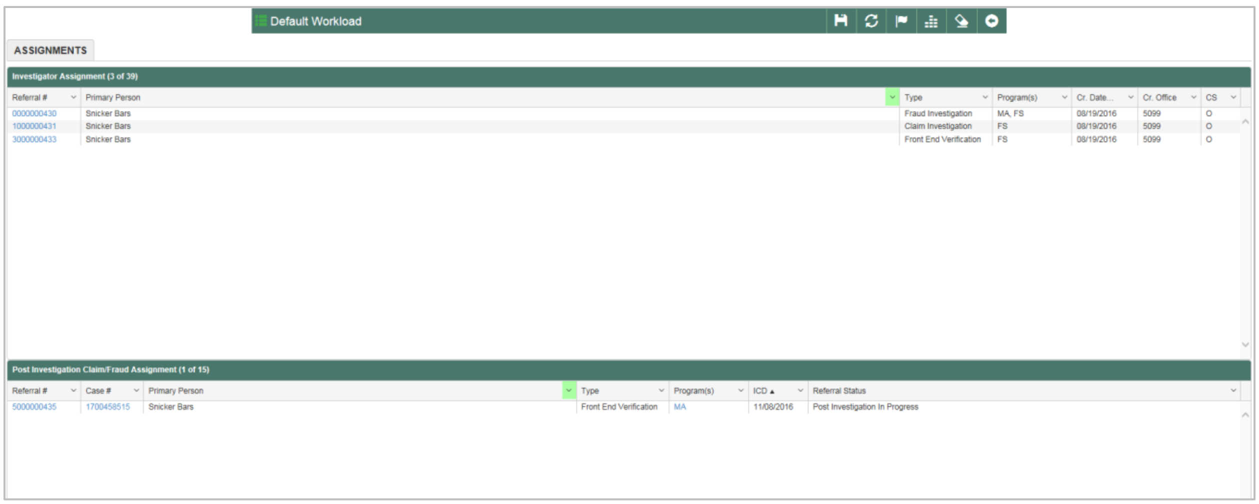


Figure 275 Internal Gatekeeper's Workload Page

24.1.1 Investigator Assignment

A referral is added to an Internal Gatekeeper's workload when:

A referral is in the Investigator Assignment section when the status of the referral is "Not Assigned" or "Unassigned" and the Gatekeeper is an authorized gatekeeper for the selected program area and office combination. The referral remains on the workload page until the referral is assigned to an investigator by the gatekeeper.

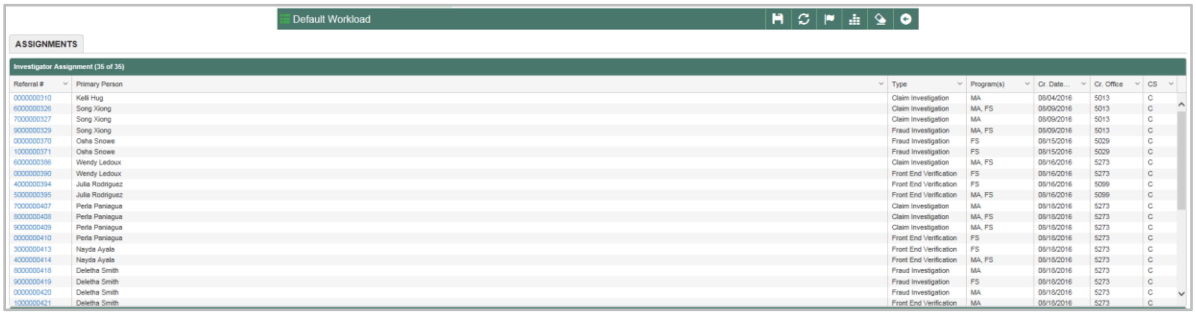


Figure 276 Internal Gatekeeper’s Investigator Assignment Section of their Workload Page

In example 1, the selected Program Gatekeeper Office is set to 5013 for FS. All authorized Gatekeepers for FS in office 5013 will see the referral on their workload page.

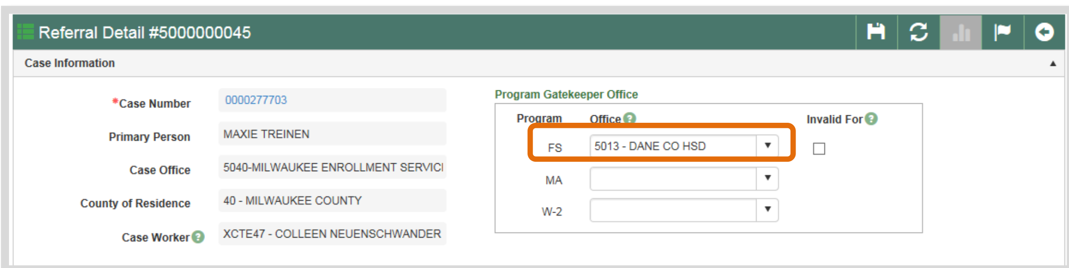


Figure 277 Example 1 Internal Gatekeeper’s Workload Page

In example 2, all gatekeepers in office 5013 that are authorized for FS and/or W-2 programs areas see the referral on their workload page for those program areas. Any gatekeeper authorized for office 5020 and MA program area sees the referral on their workload for MA. A Gatekeeper authorized for 5013 and MA will not see the referral on their workload. ***(Please remember these are examples and the office/program combination may not be correct)***

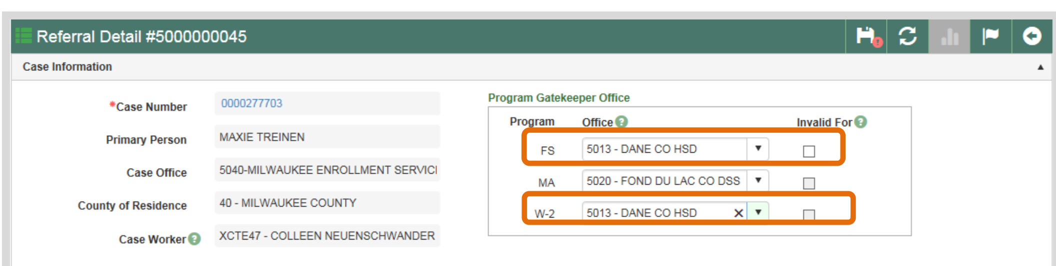
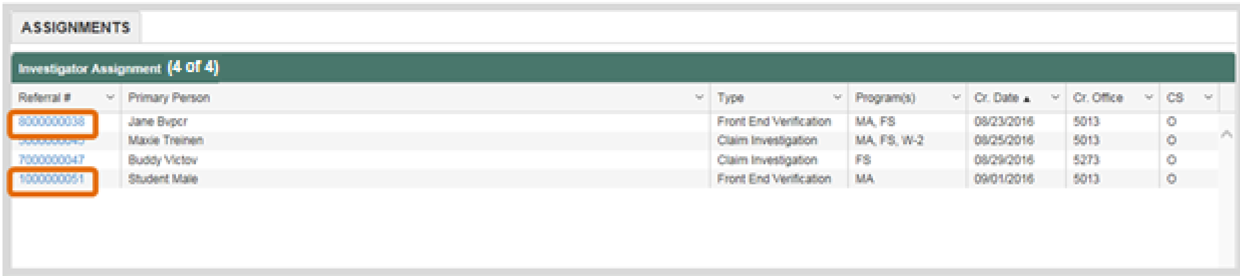


Figure 278 Example 2 Internal Gatekeeper’s Workload Page

A referral is removed from an Internal Gatekeeper’s workload when:

A referral is removed from the Gatekeeper’s Investigator Assignment section of the workload when a user performs the assignment on a referral.



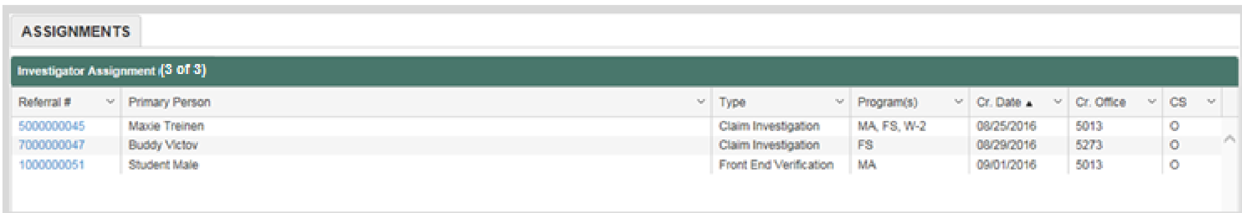
ASSIGNMENTS

Investigator Assignment (4 of 4)

Referral #	Primary Person	Type	Program(s)	Cr. Date	Cr. Office	CS
8000000038	Jane Bvpcr	Front End Verification	MA, FS	08/23/2016	5013	O
5000000045	Maxie Treinen	Claim Investigation	MA, FS, W-2	08/25/2016	5013	O
7000000047	Buddy Victov	Claim Investigation	FS	08/29/2016	5273	O
1000000051	Student Male	Front End Verification	MA	09/01/2016	5013	O

Figure 279 Internal Gatekeeper's Investigator Assignment Workload Page

In example 3, the gatekeeper has assigned 8000000038. Once the referral is assigned the referral is no longer appear on a gatekeeper's workload page.



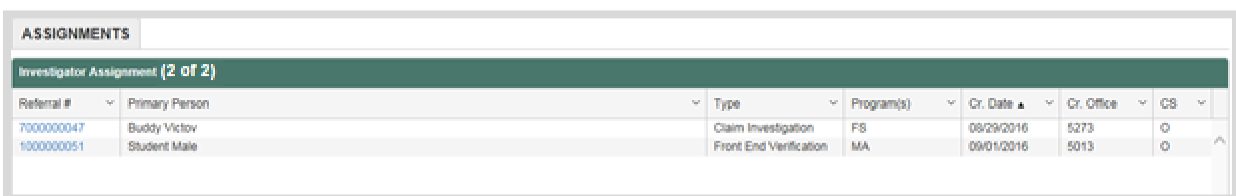
ASSIGNMENTS

Investigator Assignment (3 of 3)

Referral #	Primary Person	Type	Program(s)	Cr. Date	Cr. Office	CS
5000000045	Maxie Treinen	Claim Investigation	MA, FS, W-2	08/25/2016	5013	O
7000000047	Buddy Victov	Claim Investigation	FS	08/29/2016	5273	O
1000000051	Student Male	Front End Verification	MA	09/01/2016	5013	O

Figure 280 Example 3 Internal Gatekeeper's Workload Page

In example 4, another user has assigned referral 10000000051. Because the referral has been assigned it no longer appears on a gatekeeper's workload page.



ASSIGNMENTS

Investigator Assignment (2 of 2)

Referral #	Primary Person	Type	Program(s)	Cr. Date	Cr. Office	CS
7000000047	Buddy Victov	Claim Investigation	FS	08/29/2016	5273	O
1000000051	Student Male	Front End Verification	MA	09/01/2016	5013	O

Figure 281 Example 4 Internal Gatekeeper's Workload Page

24.1.2 Post Investigation Claim/Fraud Assignment

A referral is added to an Internal Gatekeeper's workload when:

A Gatekeeper will see a referral on the Post Investigation section of their workload page when:

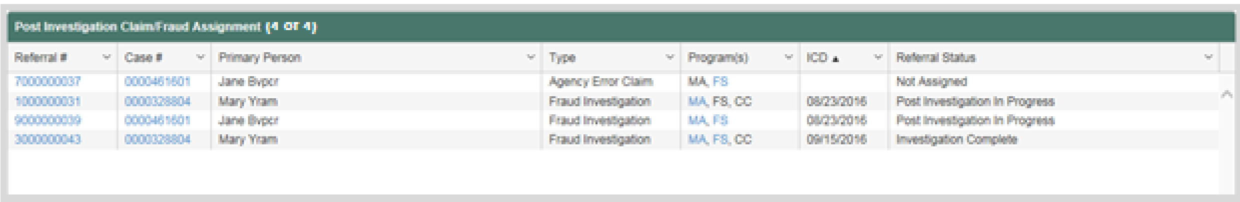
- There is an Agency Error referral in either "Not Assigned" or "Unassigned" status and the selected program area for that referral and office combination is one the gatekeeper is attached to. To remove an Agency Error referral, assign the referral to an Internal Investigator or Claim Specialist.

- There is a Standard referral in either "Investigation Complete" or "Post Investigation in Progress" status and the gatekeeper is the one who assigned the Investigator to the referral.

- Any gatekeeper who is authorized for a program/office combination on the referral in either "Investigation Complete" or "Post Investigation in Progress" status and the user who assigned the referral is not the authorized gatekeeper for the Int. Assign Filter (IAF).

- Any gatekeeper who is authorized for a program/office combination on the referral in either when the gatekeeper who assigned the referral is not an authorized gatekeeper for another program area/office combination on the referral

- The referral is removed from the Gatekeeper's workload page when the Gatekeeper assigns the Claim and Fraud determination for their valid program areas.


Post Investigation Claim/Fraud Assignment (4 of 4)

Referral #	Case #	Primary Person	Type	Program(s)	ICD	Referral Status
7000000037	0000461601	Jane Bvpcr	Agency Error Claim	MA, FS		Not Assigned
1000000031	0000328804	Mary Yram	Fraud Investigation	MA, FS, CC	08/23/2016	Post Investigation In Progress
9000000039	0000461601	Jane Bvpcr	Fraud Investigation	MA, FS	08/23/2016	Post Investigation In Progress
3000000043	0000328804	Mary Yram	Fraud Investigation	MA, FS, CC	09/15/2016	Investigation Complete

Figure 282 Internal Gatekeeper's Post Investigation Claim/Fraud Assignment Section of their Workload Page

In example 5, the Gatekeeper is an authorized Gatekeeper for FS and MA and is attached to office 5013. The Gatekeeper assigned referral # 9000000039 to an Investigator that has FS and MA as the valid program areas and both are set to 5013 Gatekeeper Office. When the investigation is complete, the Gatekeeper who assigned the referral is the ***only*** *Gatekeeper to see the referral on their workload page.*

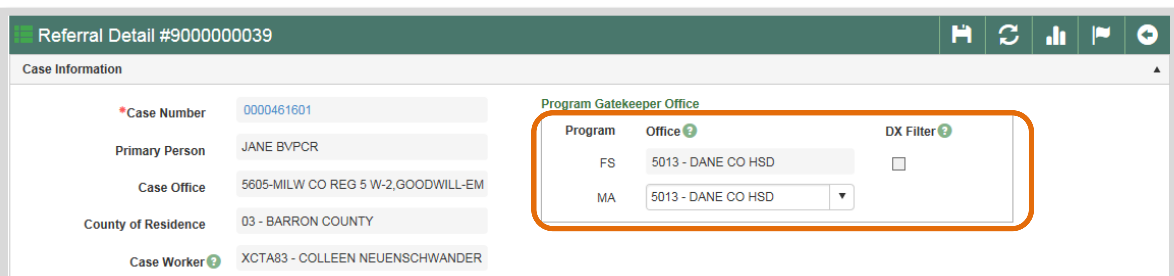


Figure 283 Example 5 Internal Gatekeeper's Workload Page

In example 6, the Gatekeeper is authorized for both FS and MA program areas and is attached to office 5013. The Gatekeeper assigns referral # 3000000043 to an Investigator. When the investigation is complete, the assigning Gatekeeper sees the referral on his workload.

Additionally all authorized Gatekeepers for office 5013 and authorized for the CC program area sees the referral on their workload. The authorized Gatekeepers for CC in 5013 see the referral on their workload because the assigning Gatekeeper is not authorized for the CC program area.

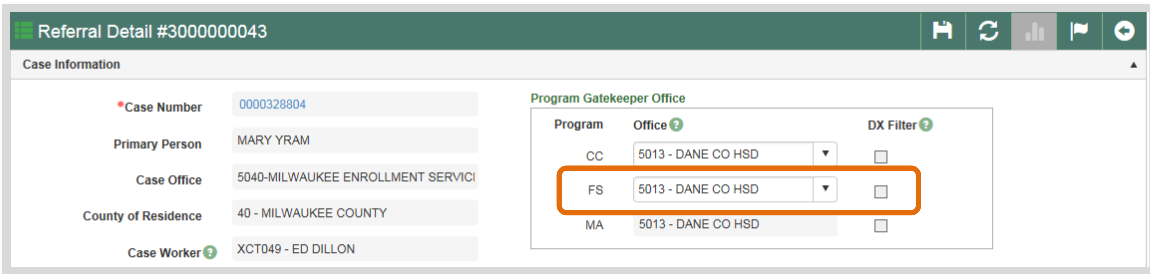


Figure 284 Example 6 Internal Gatekeeper’s Workload Page

In example 7, the Gatekeeper is authorized for MA and FS program areas in office 5013. After the Gatekeeper assigns referral # 3000000043 and the investigation is complete the referral returns to the assigning gatekeeper’s workload for the MA Post Investigation.

All Gatekeepers authorized for office 5013 and the CC program area will also have this referral on their workload. The assigning gatekeeper is attached to office 513 but not an authorized Gatekeeper for the CC program area.

Additionally, all gatekeepers in office 5020 that are authorized for the FS program area sees the referral on their workload. The assigning Gatekeeper is authorized for FS but they are not attached to office 5020.

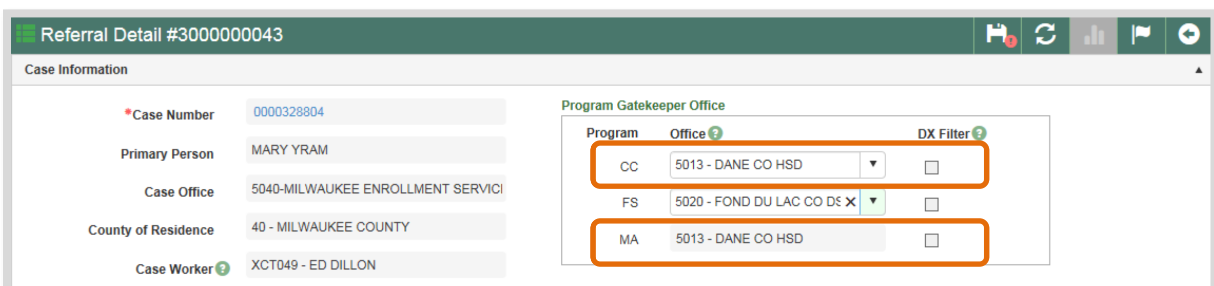


Figure 285 Example 7 Internal Gatekeeper’s Workload Page

In example 8, a non-Gatekeeper has assigned the referral. All Gatekeepers in 5013 that are authorized for CC and/or MA program areas have the referral on their workload. Additionally, all Gatekeepers in 5020 that are authorized for the FS program area also have the referral on their workload.

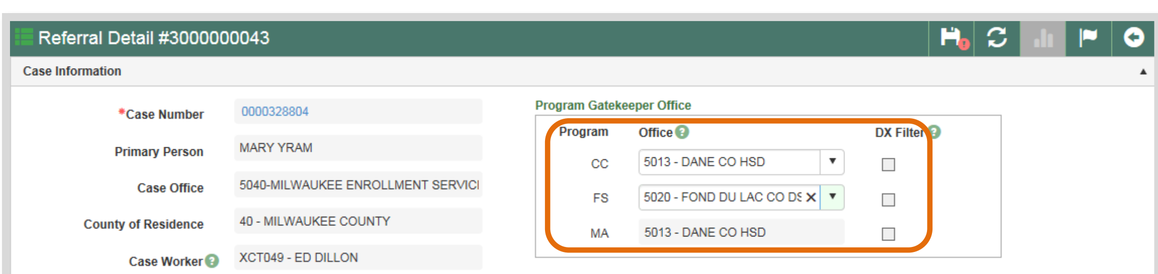


Figure 286 Example 8 Internal Gatekeeper’s Workload Page

In example 9, the referral's investigation was completed by a DHS-OIG PARIS Unit Investigator. The referral's valid programs are CC, FS and MA. DHS-OIG only handles FS and MA program areas. When the investigation is complete the Internal Gatekeeper authorized for CC and attached to office 5013 has the referral in their Post Investigations section with the CC program area. (Hyperlinked in Post Investigation section of a workload page means work needs to be done for that program area)

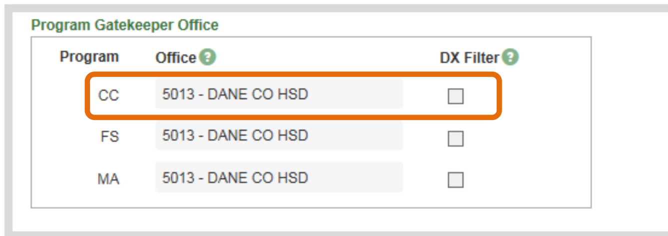


Figure 287 Example 9.1 Internal Gatekeeper's Workload Page

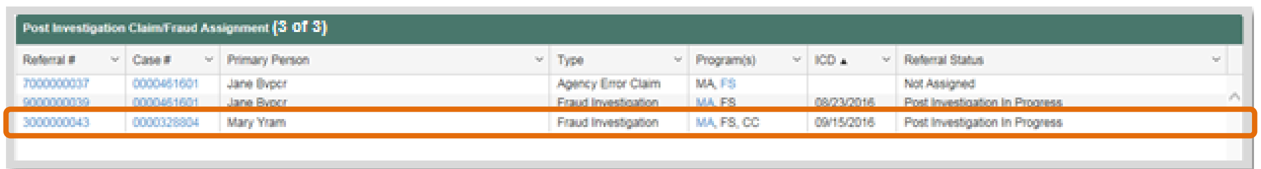


Figure 288 Example 9.2 Internal Gatekeeper's Workload Page

A referral is removed from an Internal Gatekeeper's workload when:
Remove a referral from the Post Investigation Claim/Fraud Assignment section of the workload page by assigning the Claim and Fraud Determination section(s) of a referral.

In example 10, to remove the referrals from the Gatekeepers workload the gatekeeper must assign the Claim and Fraud Determination sections for each valid program they are authorized for. Referral # 70000000037 needs to have the FS program area Post Investigation Claim and Fraud Determination assigned. Once both Claims and Fraud determination for FS is assigned or marked as complete the referral is removed from the gatekeeper's workload page.

Referral # 9000000039, the gatekeeper needs to assign both MA and FS Post Investigation. (The Program(s) column will display programs as hyperlinks when the Gatekeeper is responsible for assigning or completing work.

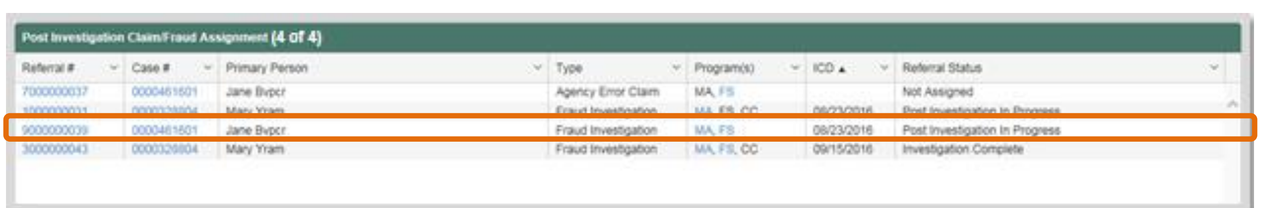


Figure 289 Example 10 Internal Gatekeeper's Workload Page

24.2 External Gatekeeper

The Investigation Type is set to External and the External's agency has been select. The referral will appear on the External Gatekeeper's workload page.

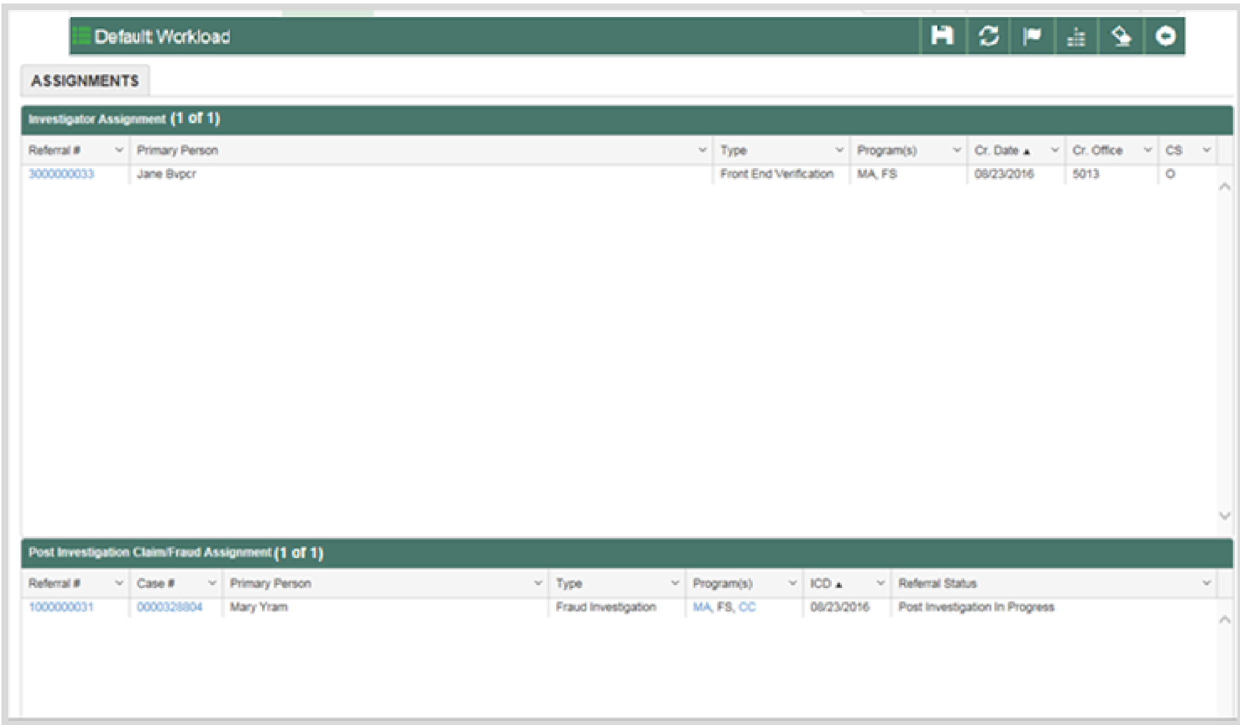


Figure 290 External Gatekeeper's Workload Page

24.2.1 Investigator Assignment on the Gatekeeper's workload page

A referral is added to an External Gatekeeper's workload when:
A referral is either in "External Not Assigned" or "External Unassigned" status. The referral has been assigned to the office and agency the External Gatekeeper is associated with. The referral remains on the External Gatekeeper's workload until the referral is assigned to an External Investigator or the Investigation Type has been removed.

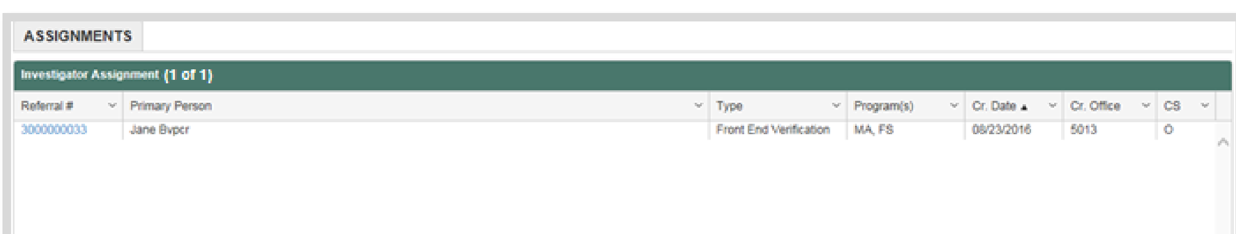


Figure 291 External Gatekeeper's Investigator Assignment Section of their Workload Page

In example 11, the referral is assigned to Dane County Sheriff Department for an external investigation. The Internal Gatekeeper selects the Investigation Type, Int. Assign Filter and the External Agency. At this *point, the referral is displayed on the External Gatekeeper's workload and no longer on the Internal Gatekeeper(s). To remove the referral from the external gatekeeper's workload, the external gatekeeper will need to assign the referral to an external investigator.*

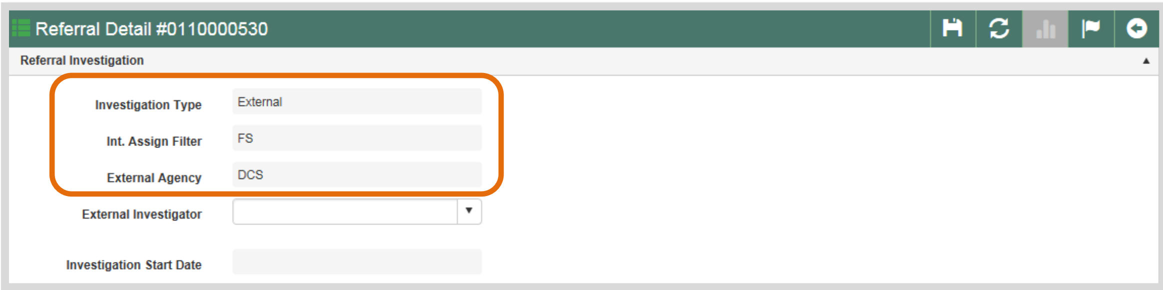


Figure 292 Example 11 External Gatekeeper's Workload Page

A referral is removed to an External Gatekeeper's workload when:
The referral will stay on the external gatekeeper's workload until the referral has been assigned to an External Investigator or the Investigation Type/Agency is changed. For examples, please see the [Internal Gatekeeper's](#) workload.

In example 12, the referral # 3000000033 has been assigned to the External Investigator and is no longer on the External Gatekeepers workload.

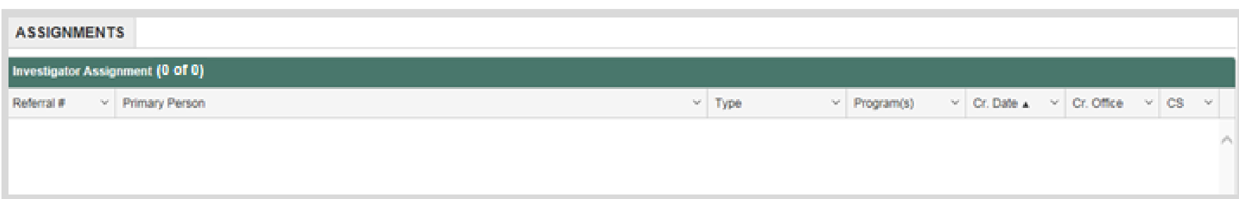


Figure 293 Example 12 External Gatekeeper's Workload Page

24.2.2 Post Investigations Claim/Fraud Assignment

A referral is added to an External Gatekeeper's workload when:
A referral in "Post Investigation in Progress" statuses with the Fraud and/or Claim Determination section(s) assigned externally. The referral is removed from the external gatekeeper's workload page when the gatekeeper(s) assign the Post Investigation for the assigned valid program areas on the referral.

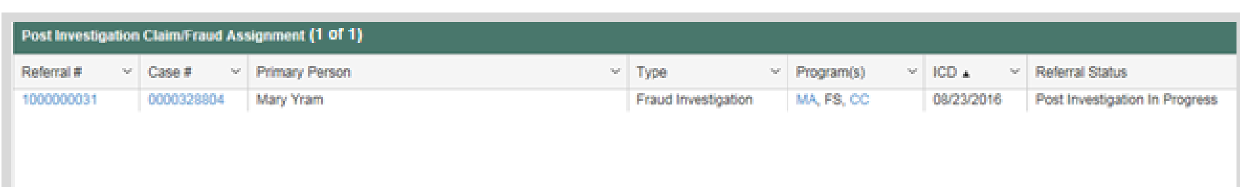


Figure 294 External Gatekeeper's Post Investigation Claim/Fraud Assignment Section of their Workload Page

In example 13, the referral will appear on the external workloads Post Investigation section until they assign an Investigator for both Claim and Fraud Determination for the CC program area.

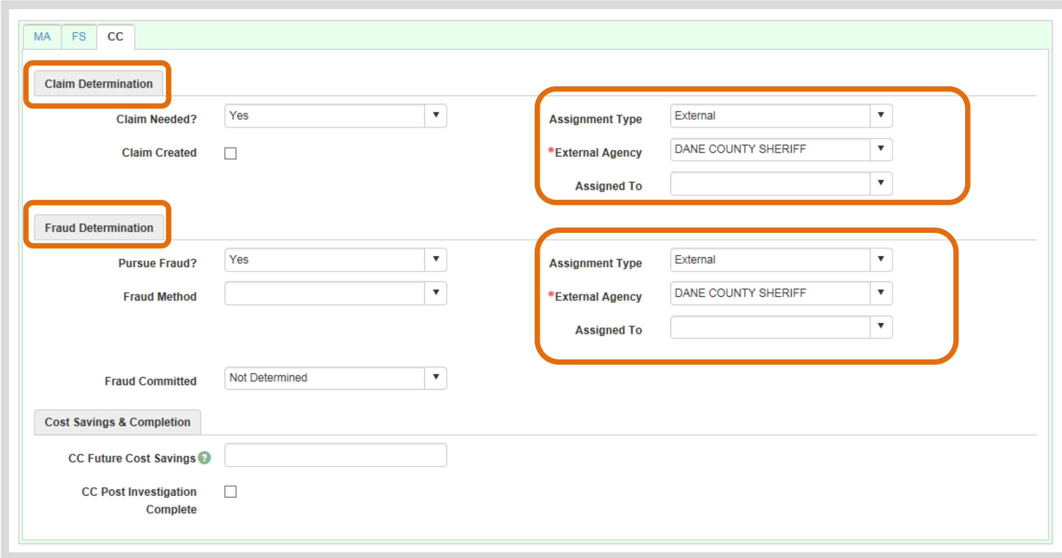


Figure 295 Example 13 External Gatekeeper's Workload Page

In example 14, the referral remains on the External Gatekeeper's workload until the Claim Determination is assigned or marked as completed for FS program area.

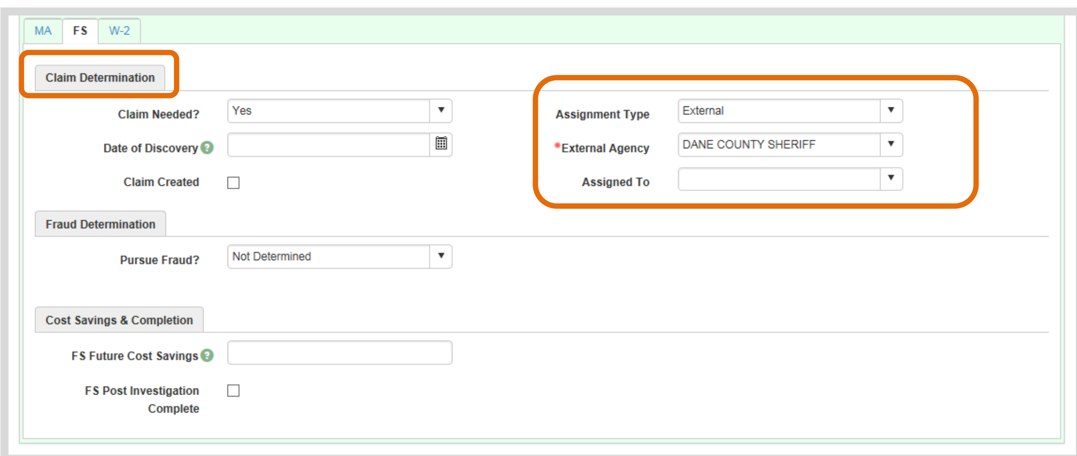
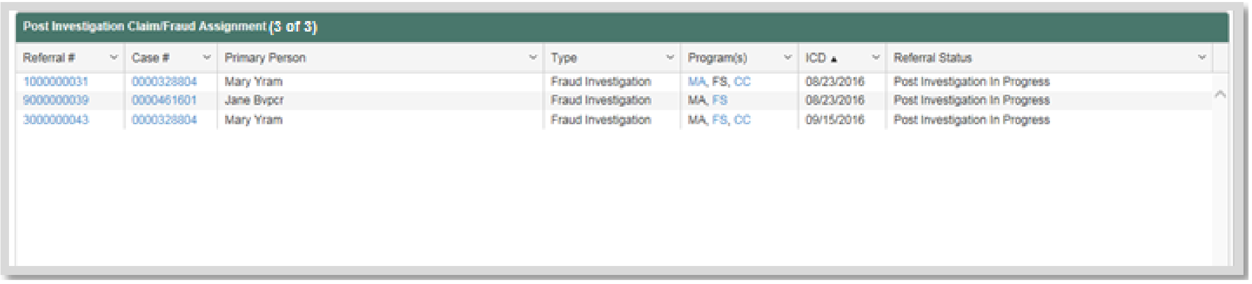


Figure 296 Example 14 External Gatekeeper's Workload Page

A referral is removed to an External Gatekeeper's workload when:

To remove a referral from the Post Investigation section of the workload page, all programs assigned externally will need to have the Claim and/or Fraud Determination section assigned to an external investigator/completed or the Assignment Type switched from external to internal.



Post Investigation Claim/Fraud Assignment (3 of 3)

Referral #	Case #	Primary Person	Type	Program(s)	ICD	Referral Status
1000000031	0000328804	Mary Yram	Fraud Investigation	MA, FS, CC	08/23/2016	Post Investigation In Progress
9000000039	0000461601	Jane Bvpcr	Fraud Investigation	MA, FS	08/23/2016	Post Investigation In Progress
3000000043	0000328804	Mary Yram	Fraud Investigation	MA, FS, CC	09/15/2016	Post Investigation In Progress

Figure 297 External Gatekeeper's Post Investigation Claim/Fraud Assignment Section of their Workload Page

In example 15, to remove the referrals from the External Gatekeeper's workload the External Gatekeeper must assign the Claim and/or Fraud Determination for each valid program area that has been assigned to the external agency.

Referral # 90000000039 needs to have the FS program area Claim Determination section assigned to an External Investigator or completed. Once the Claims Determination is either assigned or marked as complete the referral is removed from the external gatekeeper's workload page. (A different Assignment Type can be assigned to the Fraud Determination)

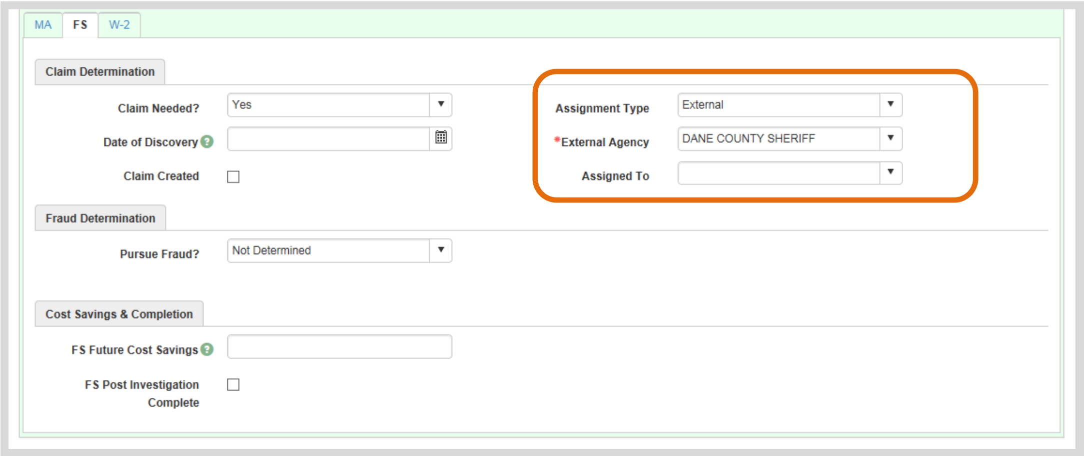


Figure 298 Example 15 External Gatekeeper's Workload Page

In Example 16, Referral # 100000000319, the gatekeeper needs to assign both MA and CC Post Investigation for each area where the external assignment has been.

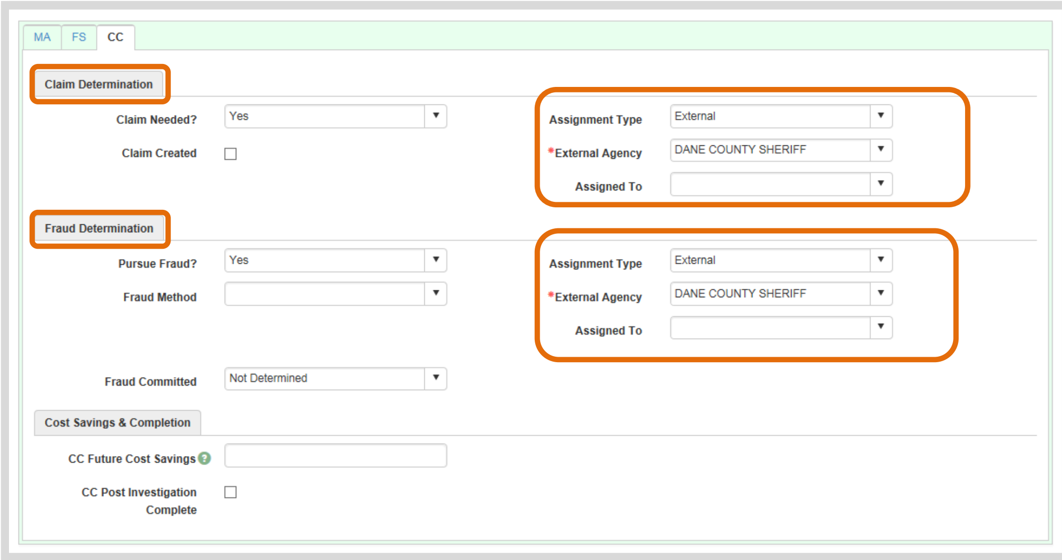


Figure 299 Example 16 External Gatekeeper's Workload Page

24.3 DHS-OIG Unit Gatekeeper

When a referral investigation has been assigned to a DHS-OIG Unit or the Post Investigation Assignment Type is set to DHS-OIG, the Unit Gatekeeper will see the referral on their workload.

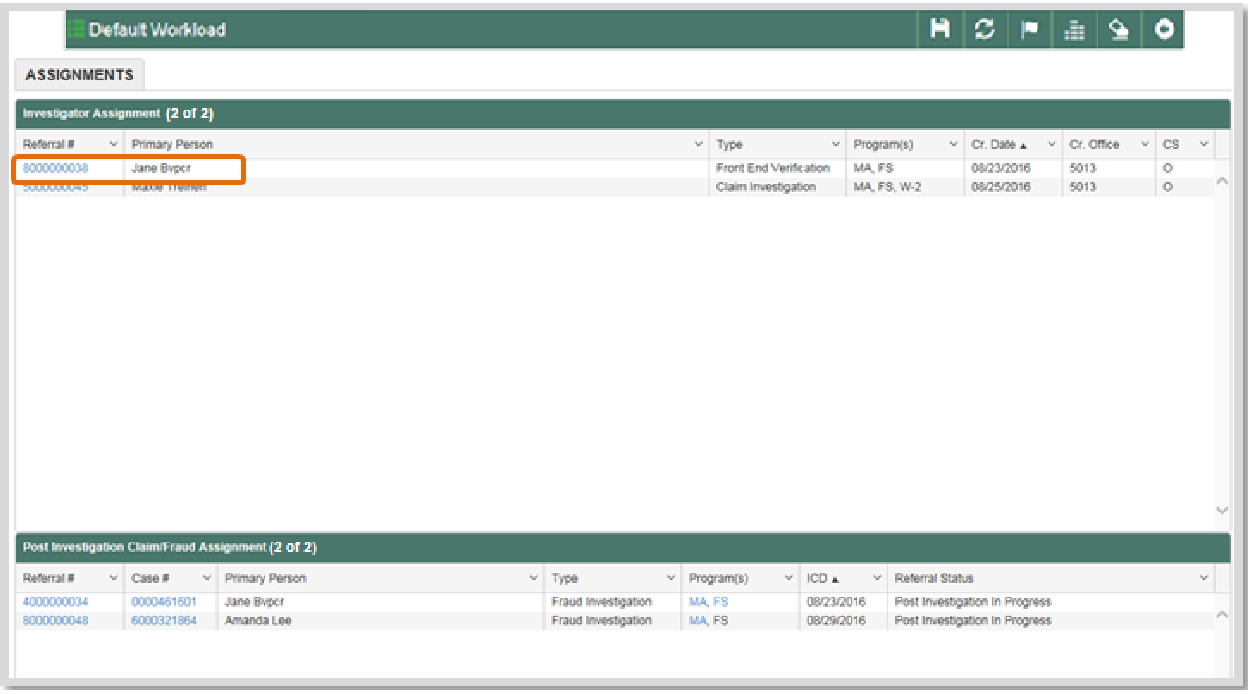


Figure 300 DHS-OIG Gatekeeper's Workload Page

24.3.1 DHS OIG Unit Investigator Assignment

A referral is added to an OIG Unit Gatekeeper's workload when:
The Investigation Type and OIG Unit fields are set to DHS-OIG and a unit.

In example 17, referral #4000000034 has the Investigation Type set to OIG and the OIG Unit is set to PARIS. The PARIS Gatekeeper sees the referral on the Assignment section of their workload page.

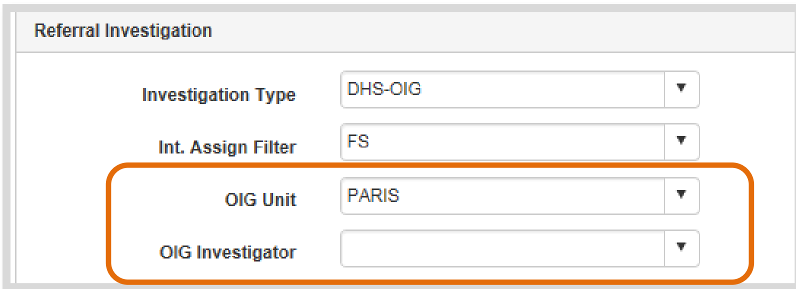


Figure 301 Example 17 DHS OIG Unit Gatekeeper's Workload Page

A referral is removed from an OIG Unit Gatekeeper's workload when:
When a referral has been assigned to an OIG Unit Investigator or the investigation Type is changed, the referral will no longer be on the OIG Unit Gatekeeper's workload page.

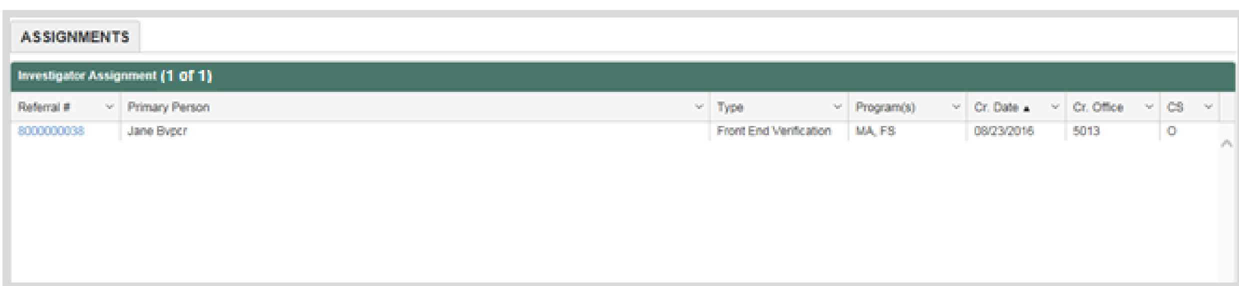


Figure 302 DHS OIG Unit Gatekeeper's Investigator Assignment Section of their Workload Page

In example 18, the OIG PARIS Gatekeeper assigned referral #4000000034 to an OIG PARIS Investigator. Once the Investigator has been selected then the referral is no longer on the workload page of the DHS-OIG PARIS gatekeeper.

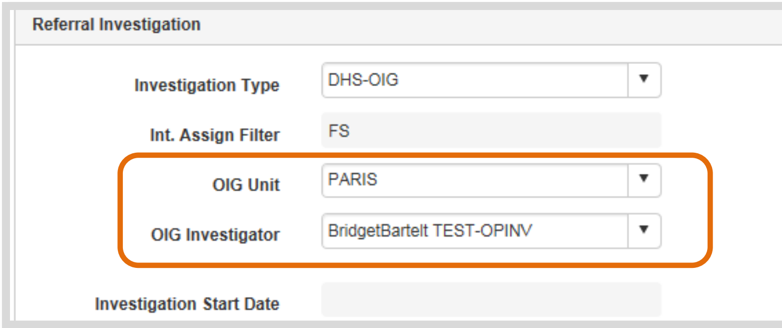
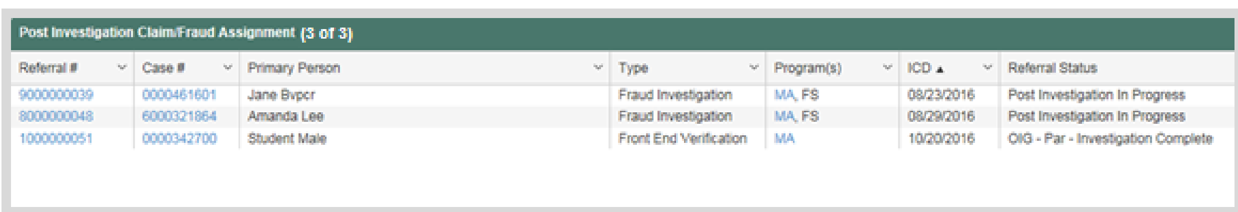


Figure 303 Example 18 DHS OIG Unit Gatekeeper's Workload Page

24.3.2 Post Investigation Claim/Fraud Assignment

A referral is added to the Post Investigation Claim/Fraud Assignment section of an OIG Unit Gatekeeper's workload:

When the Assignment Type is set to DHS-OIG and the Unit is set to PARIS in the Claim and/or Fraud Determination selected for a program area, the referral is displayed in the Post Investigation section.

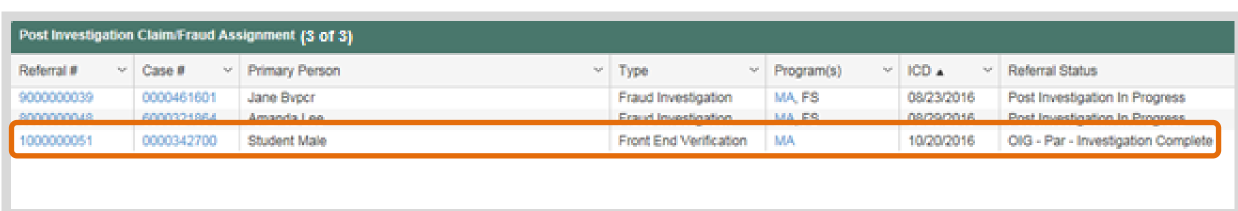


Post Investigation Claim/Fraud Assignment (3 of 3)

Referral #	Case #	Primary Person	Type	Program(s)	ICD ▲	Referral Status
9000000039	0000461601	Jane Bvpcr	Fraud Investigation	MA, FS	08/23/2016	Post Investigation In Progress
8000000048	6000321864	Amanda Lee	Fraud Investigation	MA, FS	08/29/2016	Post Investigation In Progress
1000000051	0000342700	Student Male	Front End Verification	MA	10/20/2016	OIG - Par - Investigation Complete

Figure 304 DHS OIG Unit Gatekeeper's Post Investigation Claim/Fraud Assignment Section of their Workload Page

In example 19, The Paris Gatekeeper assigned the investigation for referral # 1000000051. When the investigation is complete the referral will display on the assigning gatekeeper's workload.



Post Investigation Claim/Fraud Assignment (3 of 3)

Referral #	Case #	Primary Person	Type	Program(s)	ICD ▲	Referral Status
9000000039	0000461601	Jane Bvpcr	Fraud Investigation	MA, FS	08/23/2016	Post Investigation In Progress
8000000048	6000321864	Amanda Lee	Fraud Investigation	MA, FS	08/29/2016	Post Investigation In Progress
1000000051	0000342700	Student Male	Front End Verification	MA	10/20/2016	OIG - Par - Investigation Complete

Figure 305 Example 19 DHS-OIG Gatekeeper's Workload Page

In example 20, The Fraud Determination for the MA program area has the Assignment Type set to DHS-OIG PARIS. This referral is displayed on the PARIS gatekeeper's workload.

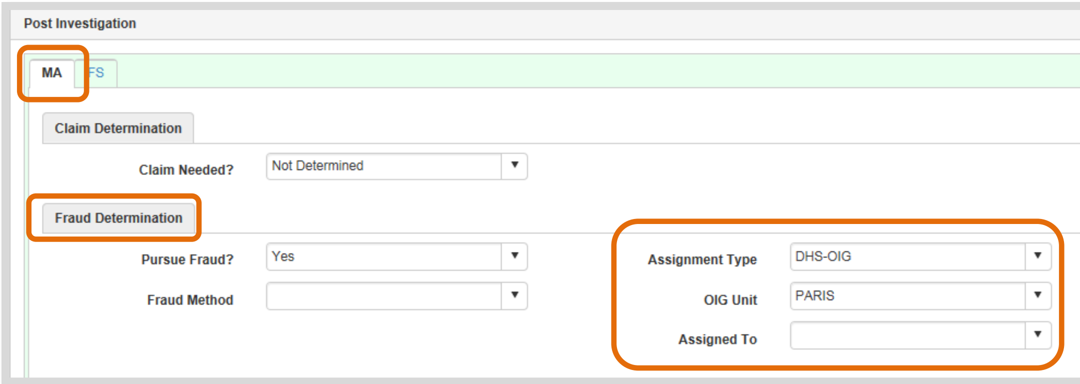


Figure 306 Example 20 DHS OIG Unit Gatekeeper's Workload Page

A referral is removed from an OIG Unit Gatekeeper's Post Investigation section workload when:
Once the Fraud and/or Claim Determination sections are assigned to a DHS-OIG Unit investigator the referral is no longer displayed on the workload.

In example 21, the referral was assigned the Investigation by the Gatekeeper and the Fraud Assignment Type for MA has been assigned to an investigator. MA is the only program area assigned to DHS-OIG PARIS but because the gatekeeper is the one who assigned the referral both the Claim and Fraud sections need to be assigned or complete.

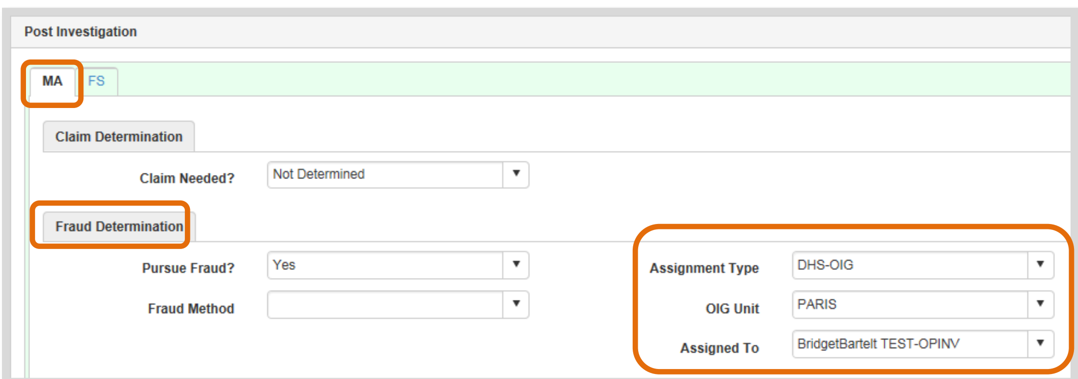


Figure 307 Example 21 DHS OIG Unit Gatekeeper's Workload Page

24.4 DHS-OIG Queue Master Workload

A referral is on an OIG-DHS Queue Master's Unit Assignment section when the statuses are either "DHS-OIG Not Assigned" or "DHS-OIG Unassigned" and the Investigation Type is set to DHS - OIG. A referral is on the Post Investigation Unit Assignment section when the Assignment Type for either/both Claims and Fraud Determination has been set to DHS-OIG. The referral will remain on a DHS-OIG Queue Masters workload until the referral is either assigned to a DHS-OIG Unit or the Investigation Type is removed.

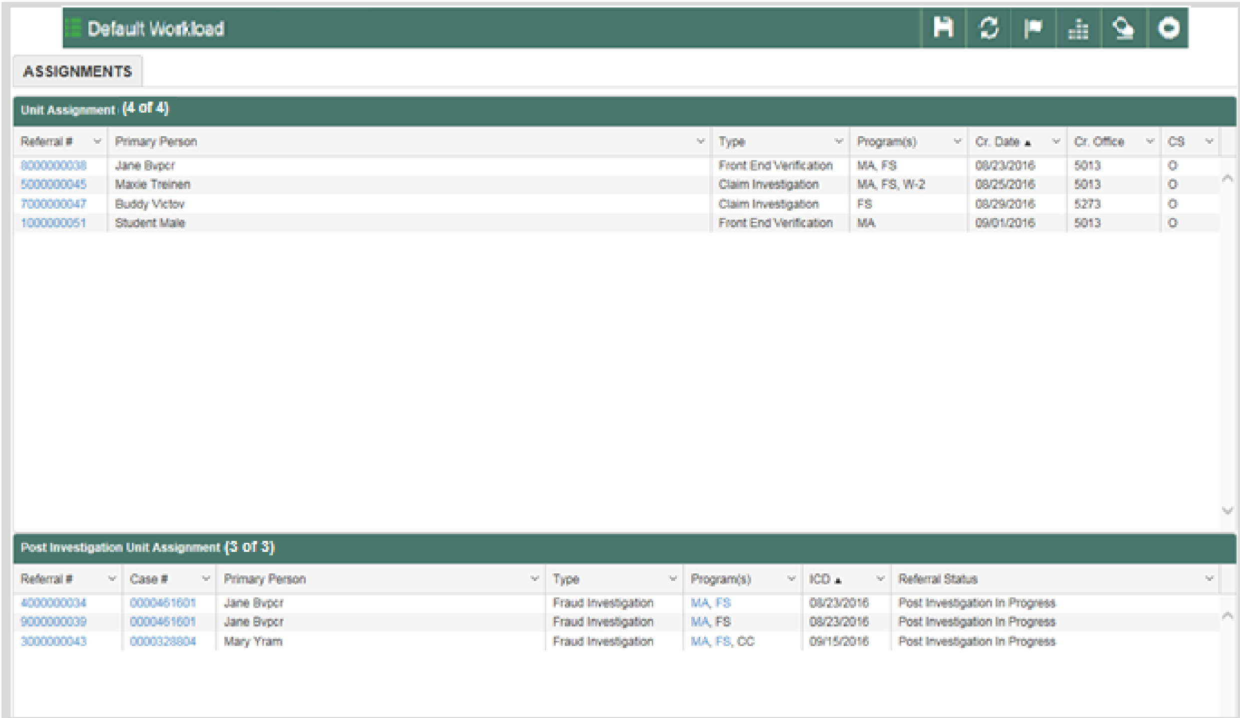


Figure 308 DHS-OIG Queue Master's Workload Page

24.4.1 Unit Assignment

A referral is added to an OIG Queue Master's workload when:

When a user assigns the referral's Investigation to DHS-OIG, the referral is displayed on the Unit Assignment section.

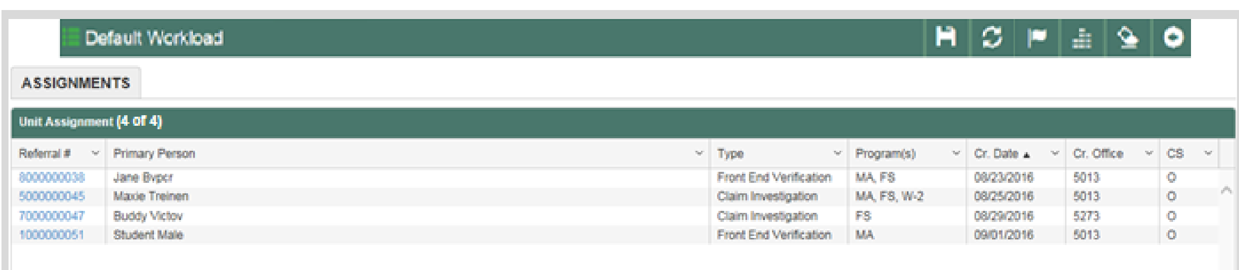


Figure 309 DHS OIG Queue Master's Unit Assignment Section of their Workload Page

In example 22, once the investigation type is set to DHS-OIG, the referral is removed from the Internal Gatekeeper's workload and appears on the DHS-OIG Queue Master's workload.

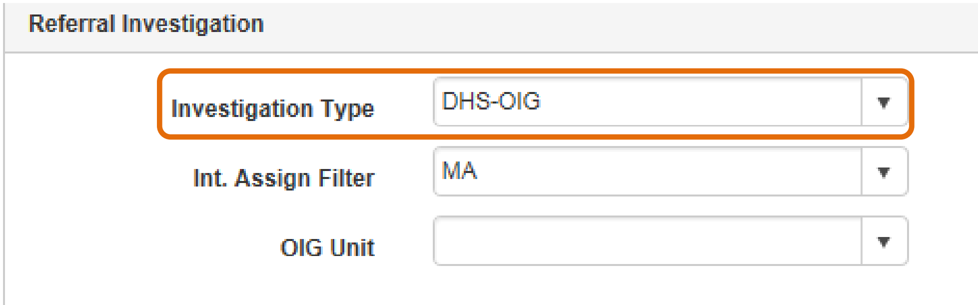


Figure 310 Example 21 DHS OIG Queue Master's Workload Page

A referral is removed from an OIG Queue Master's workload when:
When a Queue Master selects a referral from the workload page and assigns the referral to a DHS OIG Unit.

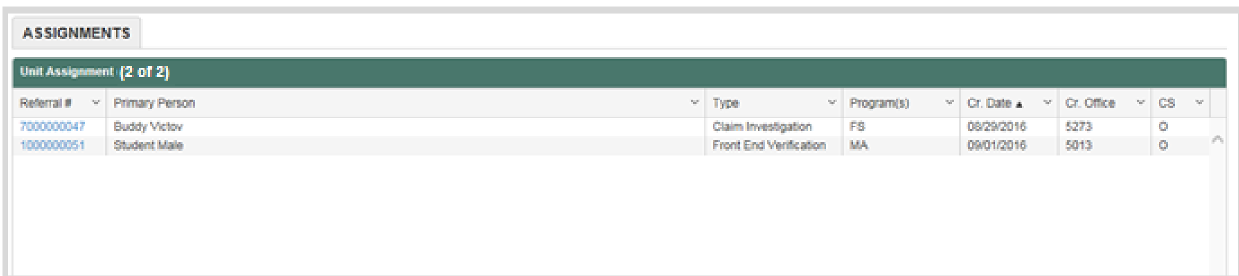


Figure 311 DHS OIG Queue Master's Unit Assignment Section of their Workload Page

In example 23, the DHS-OIG Queue Master assigns a Unit to the referral to remove it from the workload page. The referral is removed from the Queue Master's workload page and added to the Unit Gatekeeper's workload page.

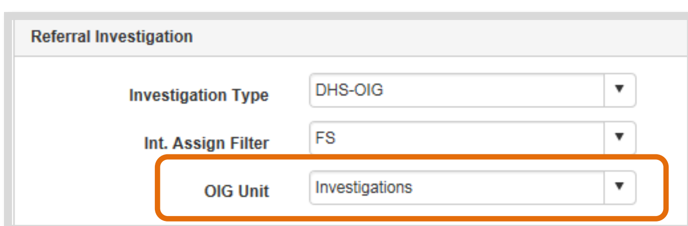
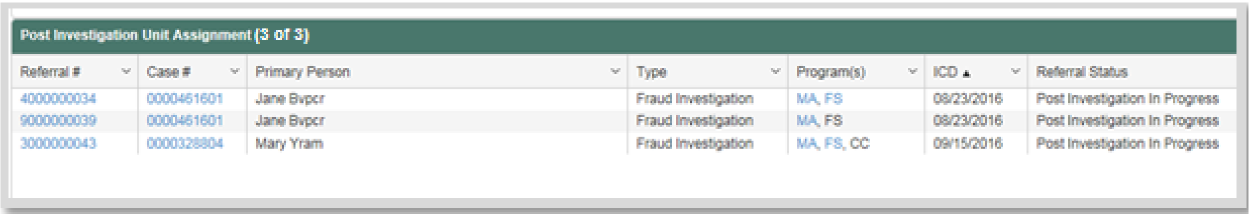


Figure 312 Example 23 DHS OIG Queue Master's Workload Page

24.4.2 Post Investigation Unit Assignment

A referral is added to an OIG Queue Master's Post Investigation workload when:
When a user assigns the Assignment Type for the Claim and/or Fraud Determination to DHS-OIG, the referral is displayed on the Post Investigation Unit Assignment section.



Post Investigation Unit Assignment (3 of 3)

Referral #	Case #	Primary Person	Type	Program(s)	ICD	Referral Status
4000000034	0000461601	Jane Bvpcr	Fraud Investigation	MA, FS	08/23/2016	Post Investigation In Progress
9000000039	0000461601	Jane Bvpcr	Fraud Investigation	MA, FS	08/23/2016	Post Investigation In Progress
3000000043	0000328804	Mary Yram	Fraud Investigation	MA, FS, CC	09/15/2016	Post Investigation In Progress

Figure 313 DHS OIG Queue Master's Post Investigation Unit Assignment Section of their Workload Page

In example 24, referral # 3000000043 has the MA Claim Determination section and the FS Claim and Fraud sections assigned to DHS-OIG.

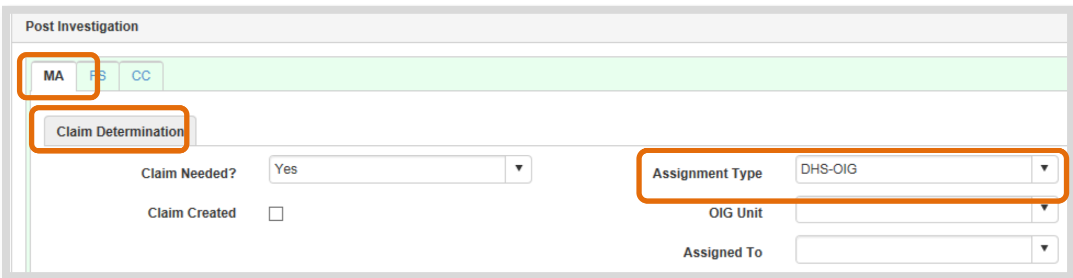


Figure 314 Example 24.1 DHS OIG Queue Master's Workload Page

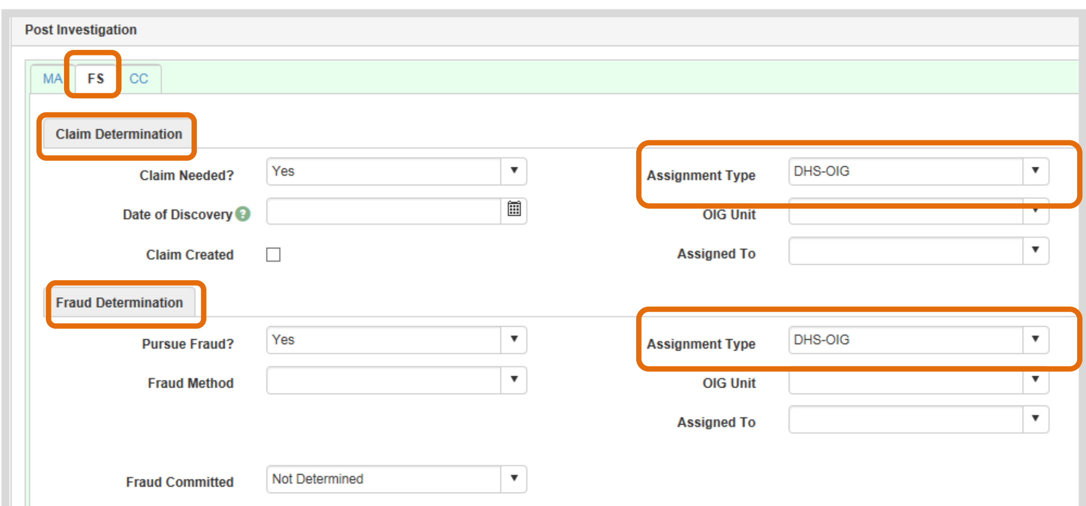
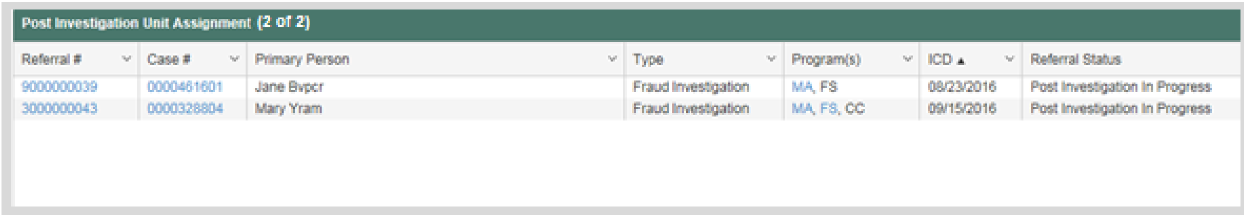


Figure 315 Example 24.2 DHS OIG Queue Master's Workload Page

A referral is removed from an OIG Queue Master's Post Investigation section of the workload when:
When the Queue Master assigns a unit to the Claim and/or Fraud Determination, the referral is removed from the workload page.



Post Investigation Unit Assignment (2 of 2)

Referral #	Case #	Primary Person	Type	Program(s)	ICD ▲	Referral Status
9000000039	0000461601	Jane Bvpcr	Fraud Investigation	MA, FS	08/23/2016	Post Investigation In Progress
3000000043	0000328804	Mary Yram	Fraud Investigation	MA, FS, CC	09/15/2016	Post Investigation In Progress

Figure 316 DHS OIG Queue Master's Post Investigation Unit Assignment Section of their Workload Page

In example 25, Referral # 4000000034 the queue master assigns a unit to both the FS and MA programs areas for Post Investigations. Once the queue master assigns the units the referral is removed from the Post Investigation sections of the queue master's workload page.

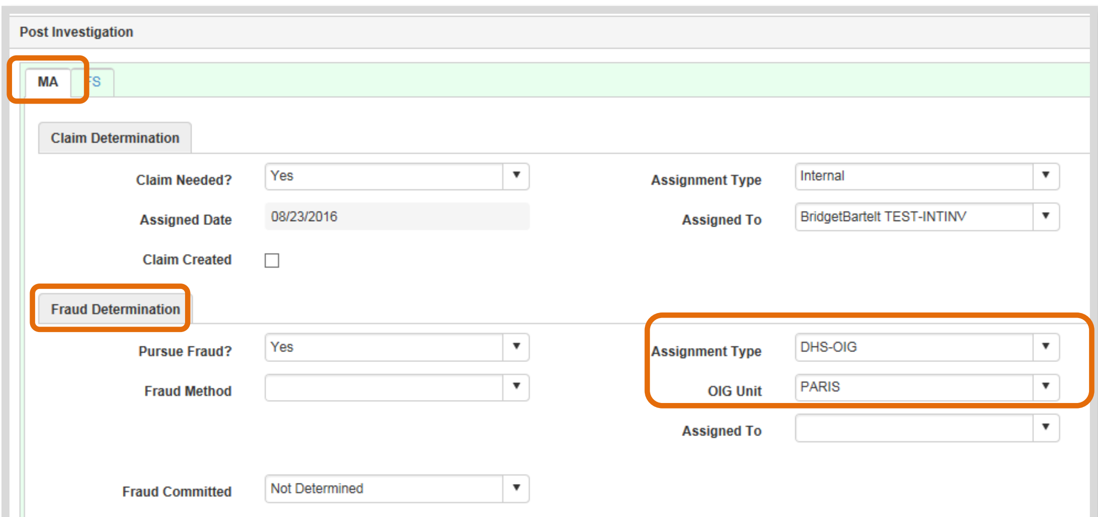


Figure 317 Example 25.1 DHS OIG Queue Master's Workload Page

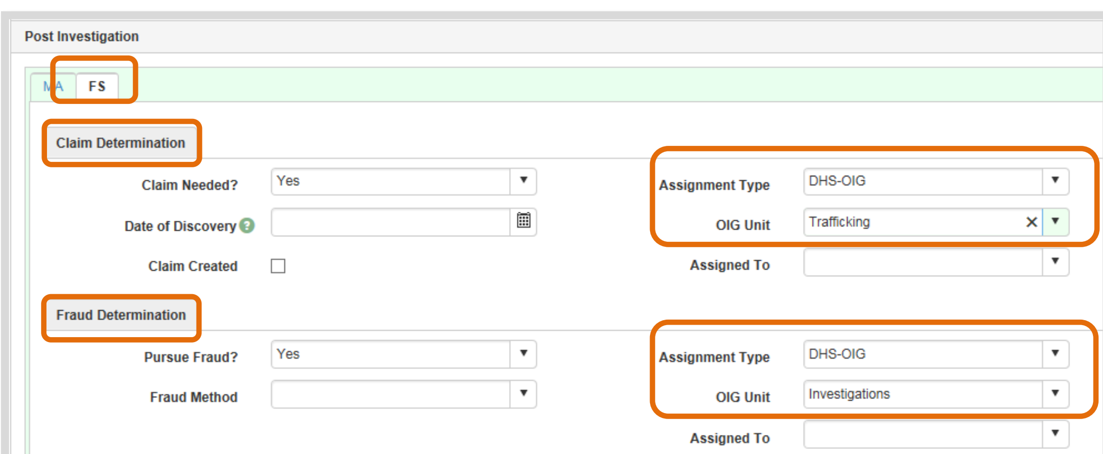


Figure 318 Example 25.2 DHS OIG Queue Master's Workload Page

24.5 Investigator, External Investigator, DHS-OIG Investigator and State Limited

Internal Investigators, External Investigators. DHS-OIG Unit investigators and State Limited Users will see the same workload page. How and when a referral is displayed on the workload page is the same for all these roles.

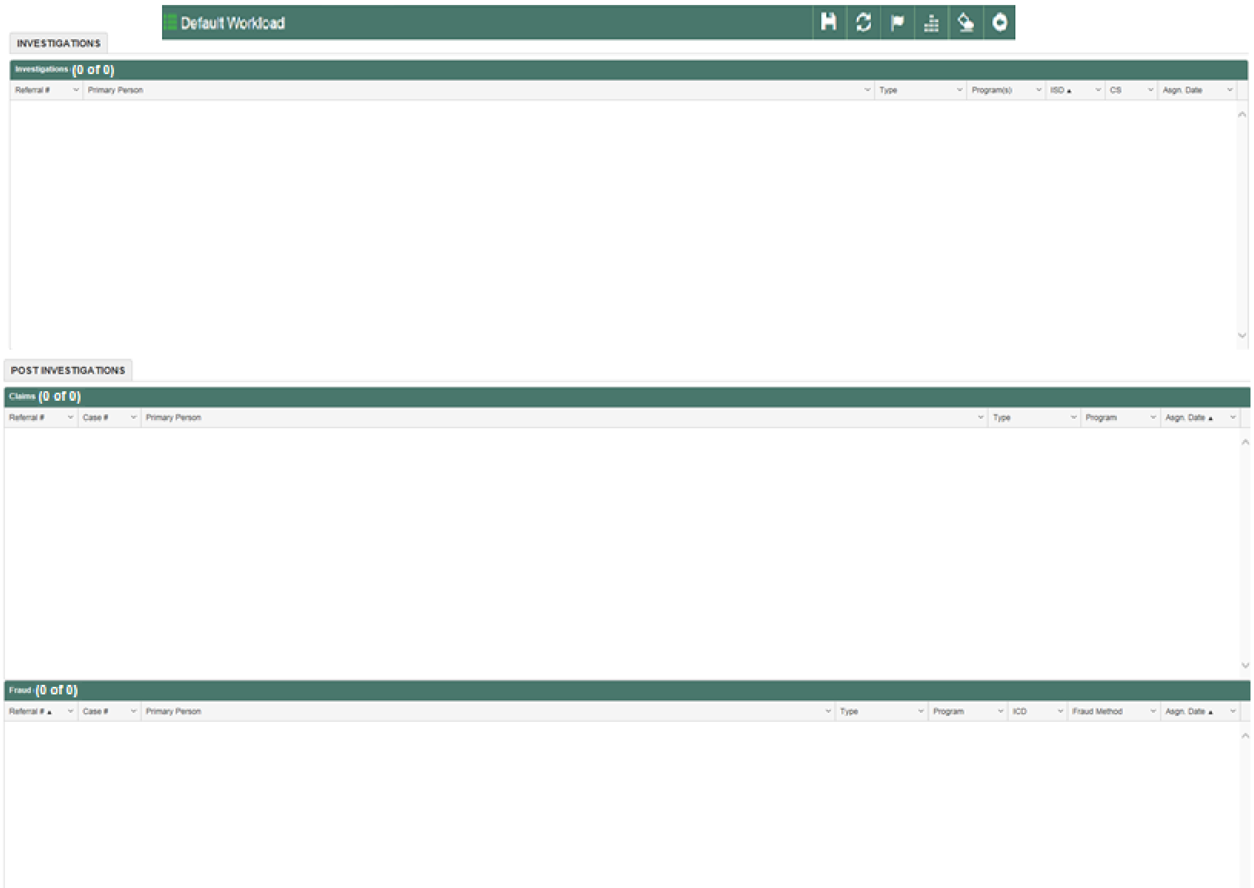


Figure 319 Investigator/State Limited Workload Page

24.5.1 Investigations

A referral is added to workload when:

Once the referral is assigned to an Investigator, it displayed in the Investigation section of their workload.

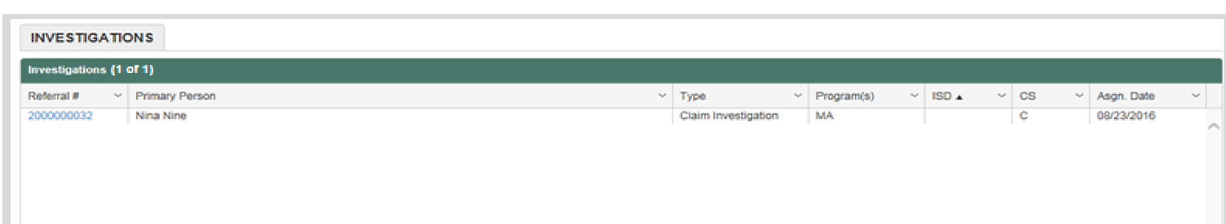


Figure 320 Investigator/State Limited Investigations Section of their Workload Page

In example 26, the referral is assigned to an Internal Investigator.

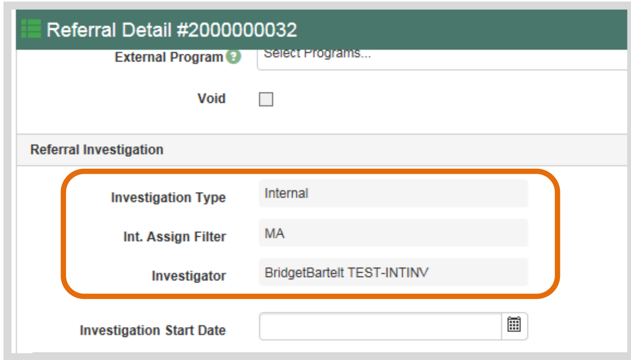


Figure 321 Example 26 Investigator/State Limited User's Workload Page

Remove the referral from the Investigation section of the workload when:
A referral is removed from the workload page when the investigation is complete and the Investigation Complete checkbox is marked.

In example 27, the referral has been completed and no longer is displayed on the Investigators workload page. This referral is now displayed on the Internal Gatekeeper's workload.

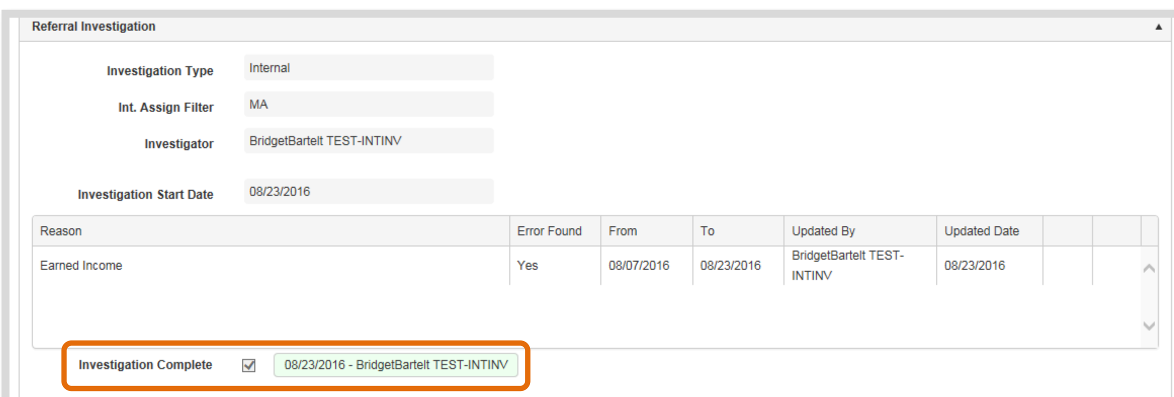


Figure 322 Example 27 Investigator/State Limited User's Workload Page

24.5.2 Claims/Fraud sections

Both the Claims and Fraud section are responsive the same way. A referral will display when either the Claim or Fraud has been assigned and is not removed until the determination is complete for the selected program area assigned or the program area is set to "Program Invalid".

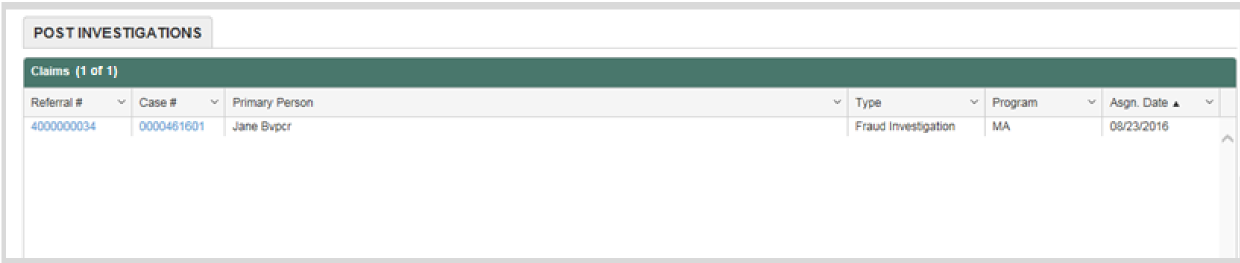


Figure 323 Investigator/State Limited Claims Section of their Workload Page

A referral is added to the Post Investigation section on the workload when:
A referral is displayed on the Claims sub-section when the Claim Determination has been assigned.

In example 28, the Claim Determination has been assigned to the Investigator. Until the claim portion is complete it will remain on the workload.

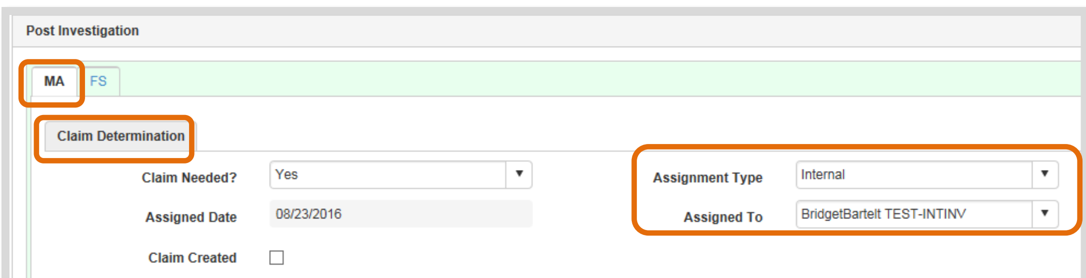


Figure 324 Example 28 Investigator/State Limited User's Workload Page

A referral is removed from the Post Investigations Claim section of the workload page when:
When the Post Investigation assigned is completed.

In example 29, once the Claim Determination is complete (either Claim needed is "No" or Claim needed is "Yes" and the Claim Created check box is selected)or when "Program Invalid" is selected the referral will no longer display on the Investigator's workload.

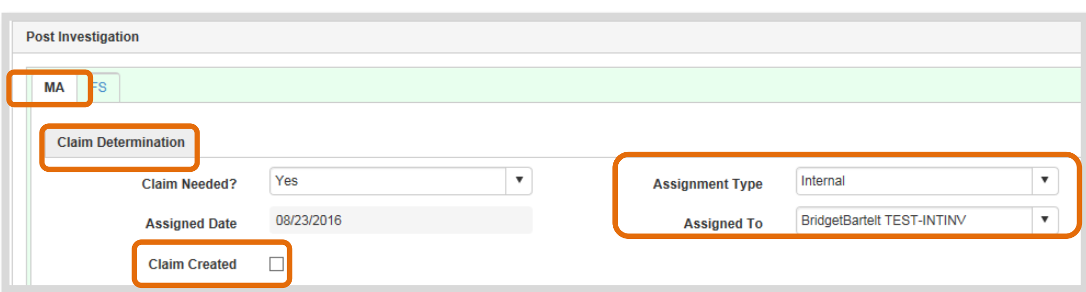


Figure 325 Example 29 Investigator/State Limited User's Workload Page

VI. ADDITIONAL FUNCTIONS

25. Search

Purpose: Search features allow a user the ability to look for Case, Claim, Referral or Individuals within BRITS. BRITS provides a user with two options for searching: Quick Search and Advanced Search.
Required Fields: See each search method

25.1 Quick Search function

25.1.1 Quick Search

The Quick Search function allows the user to find a specific Referral, Case, PIN, or Claim by entering the number associated with one of those types. The user should select the ID type from the drop down menu and enters the full ten digit ID number associated with that type into the blank Search field. The user should click on the magnifying glass icon or press the enter key to go to the page associated with the information entered. Quick Search looks at CARES and BRITS for the information entered.

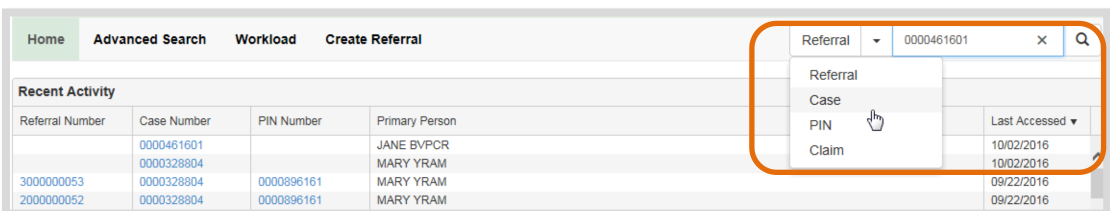


Figure 326 Home Page - Quick Search

Quick Search Types

- Referral
  When performing a quick search using a Referral Number, the full Referral Number is entered. The search will direct the user to the Referral Detail Page.

- Case
  When performing a quick search using a Case Number, the full Case Number is entered. The search will direct the user to the Case Detail Page.

- PIN
  When performing a quick search using a PIN, the full PIN is entered. The search will direct the user to the PIN Detail Page.

- Claim
  When performing a quick search using a Claim Number, the full Claim Number is entered. The search will direct the user to the Claim Detail Page.

25.1.2 Perform a Quick Search

When performing a Quick search the ID Type and a complete valid PIN, Referral, Case or Claim number shall be entered.

Step 1 Enter a valid PIN, Referral, Case, Claim number.

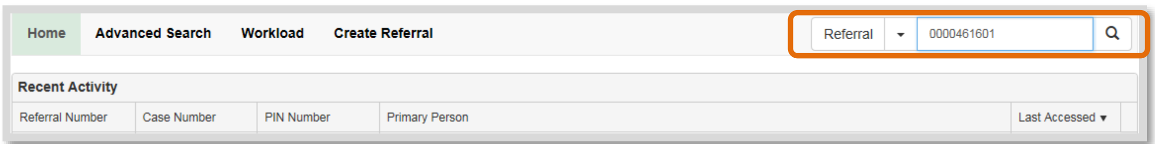


Figure 327 Home Page - Quick Search

Step 2 Select the ID Type

Figure 328 Home Page - Quick Search

Step 3 Select the magnifying glass
After the user selects Search, the user is directed to the selected page.

Error Messages: When entering an incomplete or incorrect ID number an error message displays.

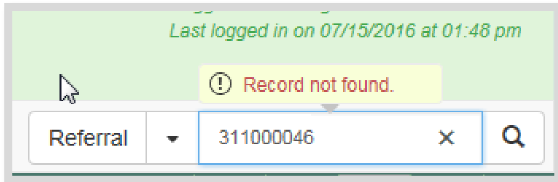


Figure 329 Home Page - Quick Search

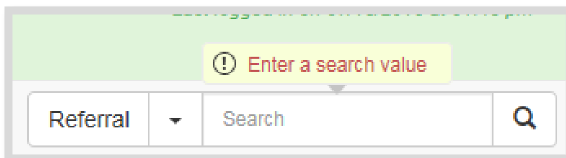


Figure 330 Home Page - Quick Search

25.2 Advanced Search

Advanced Search allows a user to enter search criteria to find a Case, Claim, PIN or Referral. A user may enter search criteria into one or more fields in order to narrow the returned search records. When performing an Advanced Search, only non-confidential cases with a referral in BRITS (newly created and BVIR migrated referrals) is display.

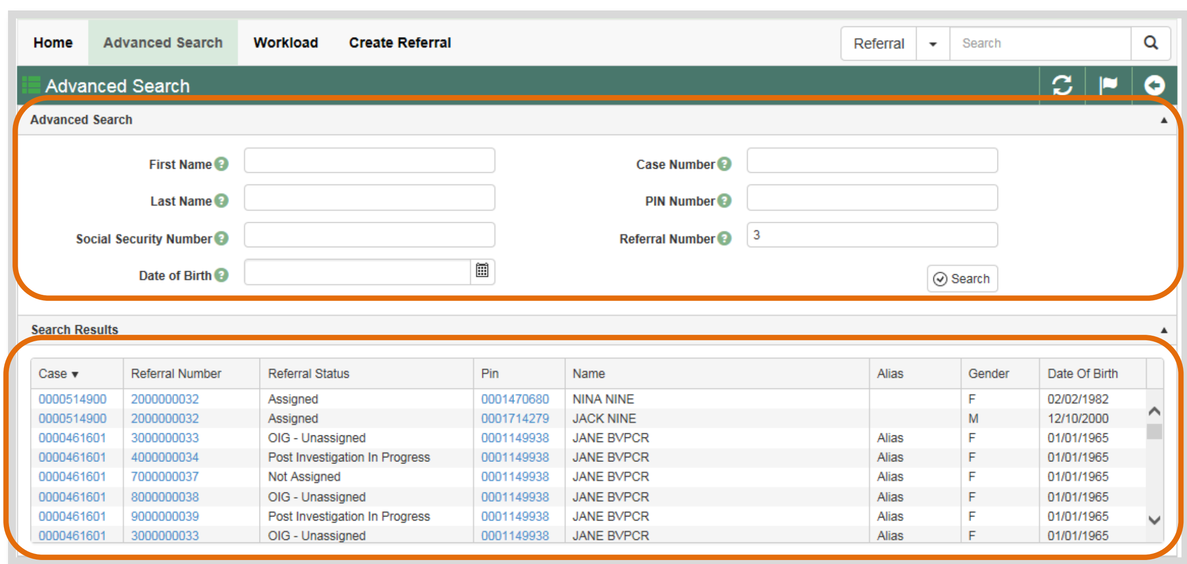


Figure 331 Advanced Search

25.2.1 Advanced Search page sections: Search Criteria and Search Results

Search Criteria section

1. First Name
   Enter a full or partial First name. All records having the First name starting with the value entered are returned.

2. Last Name
   Enter a full or partial Last name. All records having the Last name starting with the value entered are returned.

3. Social Security Number
   A full 9 digit Social Security number without hyphens or the last 4 numbers of a Social Security number must be entered to return any records.

4. Date of Birth
   The full Date of Birth is entered in the 'MM/DD/YYYY' format. If a partial date, invalid format, or future date is entered, an error message will display.

5. Case Number
   A full or partial Case number can be entered. All records that have a Case number with the values entered are returned.

6. Personal Identification Number (PIN)
   A full or partial PIN can be entered. All records having a PIN with the values entered are returned.

7. Referral Number
   A full or partial Referral number can be entered. All records that have a Referral number with the values entered are returned.

25.2.2 Search Results section

The Search Results grid displays the records found using the criteria entered into the Advanced Search fields. The default sort is by Case number. For more on sorting Grids see Sorting Grids.

Notification message: Search resulted in more than 300 results; please filter the user's Search Criteria.

Search Results

Search resulted in more than 300 results, please filter your Search Criteria.

Case ▾	Referral Number	Referral Status	Pin	Name	Alias	Gender	Date Of Birth
0000514900	2000000032	Assigned	0001470680	NINA NINE		F	02/02/1982
0000514900	2000000032	Assigned	0001714279	JACK NINE		M	12/10/2000
0000391905	5000000035	OIG - Not Assigned	0001013912	HILDA HAT		F	11/14/1964
0000391905	6000000036	EXT - Assigned	0001013912	HILDA HAT		F	11/14/1964
0000391905	5000000035	OIG - Not Assigned	0001014145	RANDY HAT		M	04/11/1992
0000391905	6000000036	EXT - Assigned	0001014145	RANDY HAT		M	04/11/1992
0000391905	5000000035	OIG - Not Assigned	0001014153	BRANDY HAT		F	05/04/1996
0000391905	6000000036	EXT - Assigned	0001014153	BRANDY HAT		F	05/04/1996

Figure 332 Advanced Search

Search Results Columns

1. Case
   The search result displays the Case number of all records that meet the criteria entered into the Advanced Search fields.

2. Referral Number
   The search result displays the Referral number of all records that meet the criteria entered into the Advanced Search fields.

3. Referral Status
   The search result displays the Referral status for each referral listed.

4. PIN
   The search result displays the PIN of the person listed in the Name column on all records that meet the criteria entered into the Advanced Search fields.

5. Name
   The search result displays the full name on all records that meet the criteria entered into the Advanced Search fields. If there are multiple names associated with a record that is returned, each name is returned as a separate record in the Search Results section.

6. Alias
   If there is an Alias associated with the case, "Alias" is displayed. If there is a Maiden name associated with the case, "Maiden" is displayed. If the name displayed is not an alias, this field remains blank.

7. Gender

This column displays the gender for the person listed in the Name column on each returned record.

8. Date of Birth
This column displays the date of birth for the person listed in the Name column on each returned record.

25.2.3 Perform an Advanced Search

Step 1 Enter one or more values in the search criteria section.
The more criteria entered the more filtered the results.

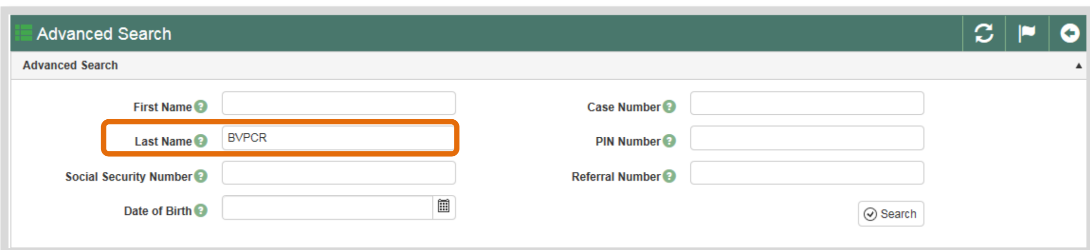


Figure 333 Advanced Search

Step 2 Select the Search button.

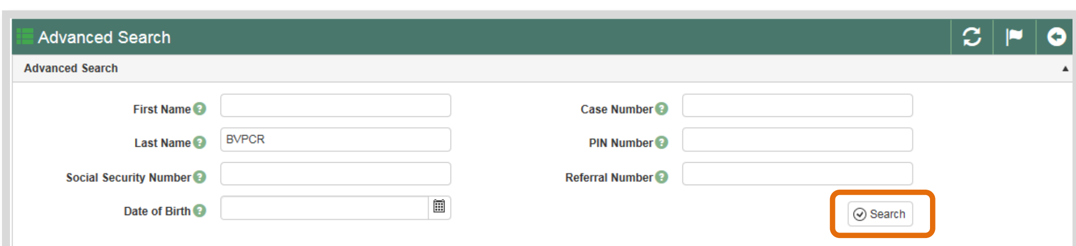
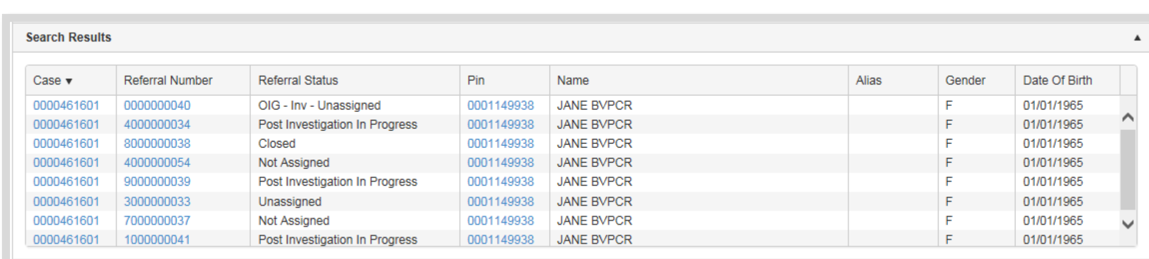


Figure 334 Advanced Search

Step 3 Review the search results.



Search Results

Case ▾	Referral Number	Referral Status	Pin	Name	Alias	Gender	Date Of Birth
0000461601	0000000040	OIG - Inv - Unassigned	0001149938	JANE BVPCR		F	01/01/1965
0000461601	4000000034	Post Investigation In Progress	0001149938	JANE BVPCR		F	01/01/1965
0000461601	8000000038	Closed	0001149938	JANE BVPCR		F	01/01/1965
0000461601	4000000054	Not Assigned	0001149938	JANE BVPCR		F	01/01/1965
0000461601	9000000039	Post Investigation In Progress	0001149938	JANE BVPCR		F	01/01/1965
0000461601	3000000033	Unassigned	0001149938	JANE BVPCR		F	01/01/1965
0000461601	7000000037	Not Assigned	0001149938	JANE BVPCR		F	01/01/1965
0000461601	1000000041	Post Investigation In Progress	0001149938	JANE BVPCR		F	01/01/1965

Figure 335 Advanced Search

Notification Message: No search results will display when the search criteria added produces no results.

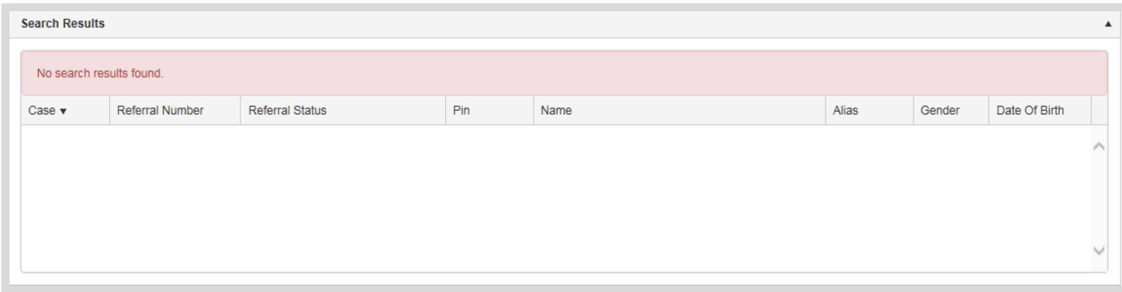


Figure 336 Advanced Search

26.Print

Purpose: TBD

Printing can be done through normal Internal Explore practices.

27.Reminder

Purpose: A Reminder provides a user the ability to add notes to a Referral Detail Page, Case Detail Page, PIN Detail Page or a Claim Detail Page. This is not a case note and/or comment(s). These reminders are for the user and no other user can view them. Only one reminder can be added by a user to an ID Type and number combination. For more information on who can creating a reminder please see Roles.

Required Fields: The ID Type, Number, Action, Action Due Date and Flag

Figure 337 Home Page – Reminder Grid

27.1 Reminders Grid

The reminder grid displays all active reminder(s) the user has created. From the Reminders grid, a user can maintain reminder(s) through the edit and delete icons. Additional reminder(s) can also be created. A user will see the reminder(s) sorted by date and Flag in ascending order.

Reminders Grid Columns

1. Add Reminder Button
   The "Add Reminder" button allows a user to add a new reminder from the Home Page. For more on adding a new reminder see creating a reminder.

2. Number
   The Number column displays the number related to the ID Type.

If the ID Type is a referral this field displays a referral number. If the ID Type is a claim then the Number field displays the claim number. If the ID Type displays a case then a case number will display in the Number column. And if a PIN is the ID Type then a PIN number is displayed.

3. ID Type
   The ID Type column displays the ID Type selected by the user. The options are: Claim, Case, Referral or PIN.

4. Action
   The Action column is the area where the user adds notes and tasks.

When a magnification glass is displayed, the Action field is not completely displayed and the body of the reminder is longer than one grid line

5. Created Date
   The Created Date column displays the date the reminder was created. This field auto-populates.

6. Action Due Date
   The Action Due Date column displays the date the user has set the reminder to. This date is editable.

7. Flag Code
   The Flag column display the color the user has selected for this reminder. This is an editable field.

8. Edit
   The edit column provides a way for the user to edit the reminder.

9. Delete
   The Delete column provides a way for the user to delete a reminder.

27.2 Reminder attached to a Detail Page

When a reminder is added to any Detail Page a circle with an explanation mark is displayed under the Flag icon on that page. The color of the notation will depend on the color selected on the reminder.

Example: Referral Detail (no reminder exists):

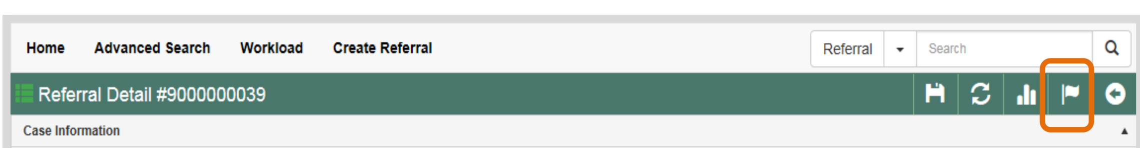


Figure 338 Referral Detail Page – Reminders

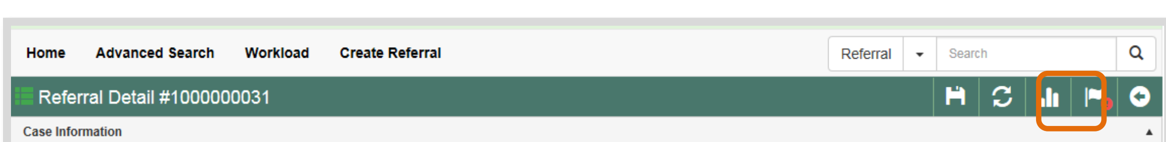


Figure 339 Referral Detail Page – Reminders

27.3 Reminder window

The add/edit reminder window allows a user to create a new reminder or edit an existing reminder. This page is accessed by clicking on the Add Reminder button from the reminder grid on the user's home page or by clicking on the Reminder flag icon on a detail page. If a detail page does not have a reminder, the window will open to allow the user to create a new reminder. If a detail page does have a reminder, the window will open to allow the user to edit the existing reminder. If a detail page does have a reminder, a new reminder cannot be entered for that detail page.

- If a user clicks the flag icon to create or edit a reminder from a Detail Page, the ID Type and ID Number is auto-populated and set to read-only.

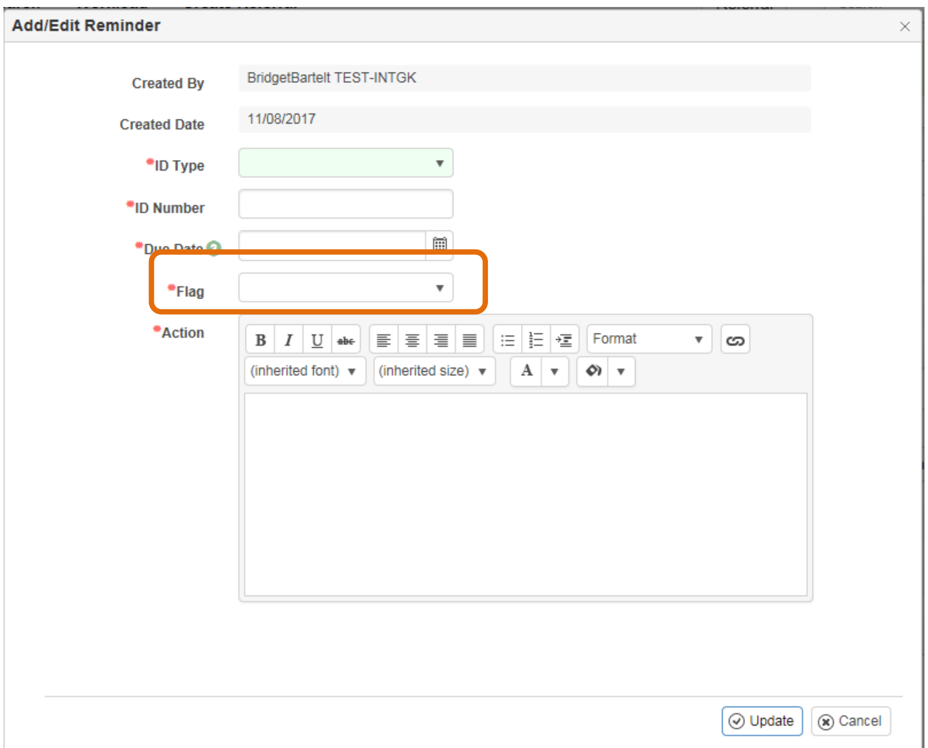


Figure 340 Reminder Window

- When creating a reminder from the reminder grid, workload page, or the advanced search page, the user is required to provide the ID Type and Number. Once the data has been entered, the system will validate that the ID number is valid for the specified ID type and that a reminder does not already exist for the ID type, ID number, and user ID. If the ID number is invalid, the system will show an alert that says "ID Number does not exist." If the user already has a reminder for the same ID type and ID number, the system will display an alert that says "Reminder already exists for this ID number."

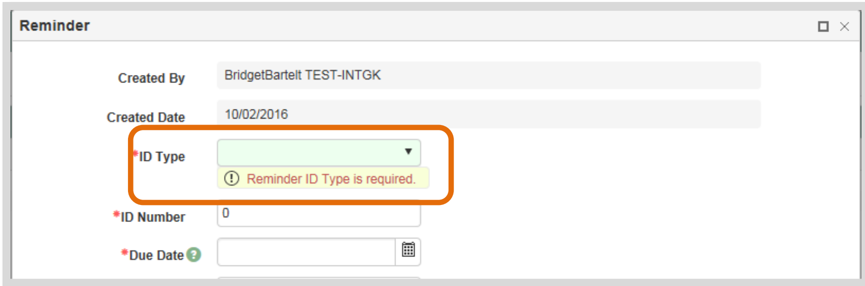


Figure 341 Reminder Window

Reminder Window Fields

1. Created By
   The Created By field automatically display the name of the user creating the reminder.

2. Created Date
   The Created Date filed automatically display the date the reminder was created.

3. ID Type
   If the user is adding a reminder, the ID Type field requires the user to select an ID Type from the drop down menu. The options are: Claim, Case, Referral, or PIN. If the user is editing an existing reminder, the ID Type field displays the information already entered and is read-only.

4. ID Number
   If the user is adding a reminder, the ID Number field requires the user to enter the number associated with the ID Type already selected. The user must enter a valid 10 digit number for the ID type. The reminder becomes associated with detail page of the ID type and number. If the user is editing an existing reminder, the ID Number will display the information already entered and is read-only.

5. Due Date
   If a user is adding a new reminder, the Action Due Date field requires the user to enter a current or future due date for the reminder. The Due Date is in MM/DD/YYYY format, and a calendar widget is available to assist the user in choosing the correct date. This field remains editable on existing reminders.

6. Flag
   The Flag field requires the user to select a color from a drop down list when adding a new reminder. This field remains editable on existing reminders.

7. Action
   The Action field requires the user to enter text and tasks when adding a new reminder. The Action field is a free-form entry field (500 characters) and will remain editable on existing reminders.

27.4 Create a Reminder

The user can create reminders from multiple locations within the system (Homepage, Workload page, Advanced Search and any Detail Page), however, only 1 reminder per referral can be created. Multiple reminders can be created (by multiple users) for a single Referral, Case, Claim or PIN page.

Step 1 Select the Add Reminder button.

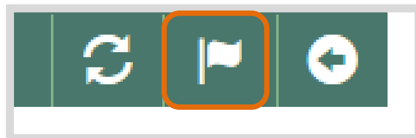


Figure 342 Action Toolbar – Reminder

Step 2 Enter required fields.

- ID Type (if not prepopulated)
- ID Number (if not prepopulated)
- Due Date
- Flag
- Action

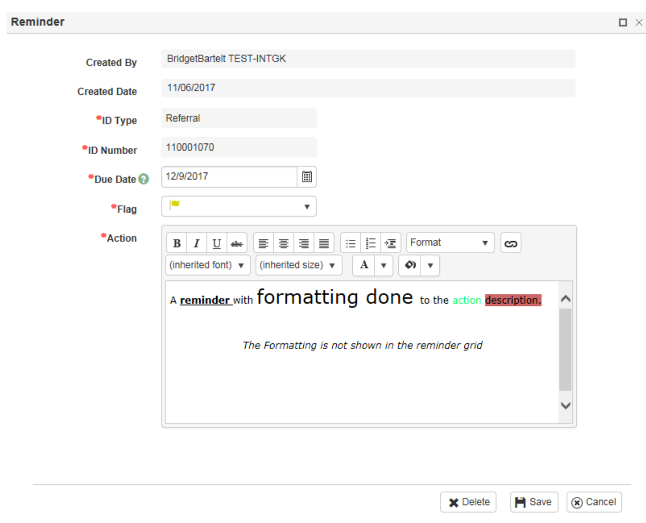


Figure 343 Reminder Window

Step 3 Save by selecting the Update button

27.5 Viewing a Reminder

Only the user who created the reminder is able to view the reminder. Reminders are viewed through two different methods:

- The user can open/view a reminder by clicking on the reminder icon in the Action tool bar of any detail page.

- The user can open/view the reminder when selecting the reminder ID Number from the Home Page – Reminder grid.

Note: The exclamation point notation in the reminder icon informs a user that there is an existing reminder associated with this detail.

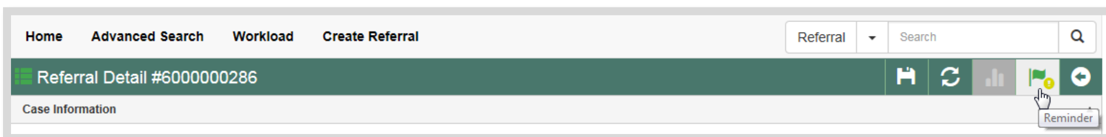


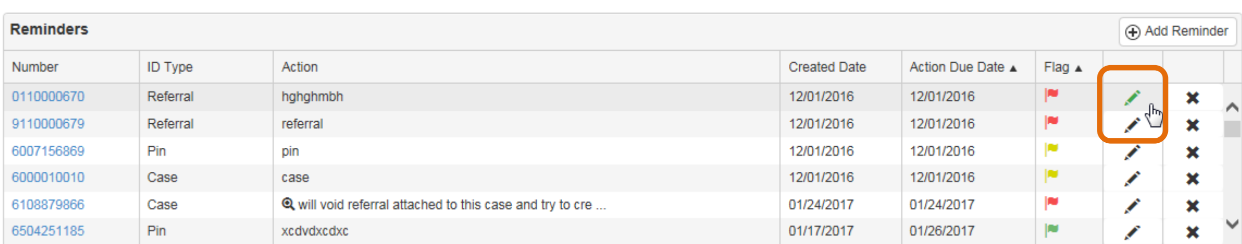
Figure 344 Referral Detail Page

27.6 Edit Reminder

To edit a reminder, a user selects the reminder's Edit button from the Home Page's reminder grid or selects the Reminder icon from a Detail Page.

Step 1 Open the reminder.
A Reminder can be open by either:

- Select the Edit icon located on the Home Page



Reminders — Add Reminder

Number	ID Type	Action	Created Date	Action Due Date ▲	Flag ▲
0110000670	Referral	hghghmbh	12/01/2016	12/01/2016	
9110000679	Referral	referral	12/01/2016	12/01/2016	
6007156869	Pin	pin	12/01/2016	12/01/2016	
6000010010	Case	case	12/01/2016	12/01/2016	
6108879866	Case	will void referral attached to this case and try to cre ...	01/24/2017	01/24/2017	
6504251185	Pin	xcdvdxcdxc	01/17/2017	01/26/2017	

Figure 345 Home Page – Reminder grid

- Select the Reminder icon in the Action toolbar on the Detail Page.

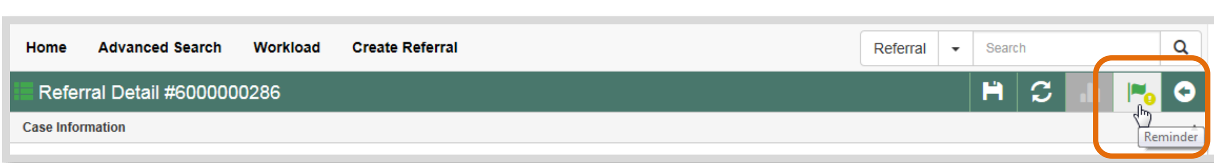


Figure 346 Detail Page – Reminder Flag

Step 2 Select the fields to update:

- Due Date
- Flag
- Action

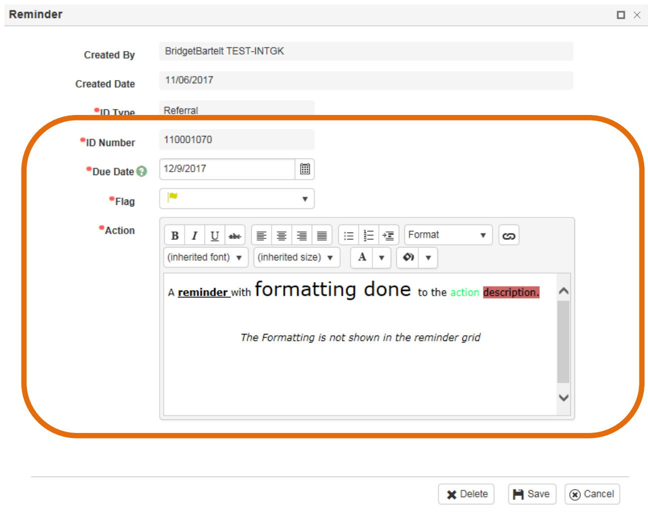


Figure 347 Reminder Window

Step 3 Save by selecting the Update button.
Select the Update button to save the edits or select the Cancel button to close the reminder window without saving the edits.

27.7 Deleting a Reminder

27.7.1 Delete a Reminder from the Home Page

Step 1 Navigate to the Home page
Select the Delete button "x" for a reminder located in the Reminder grid on the Home Page.

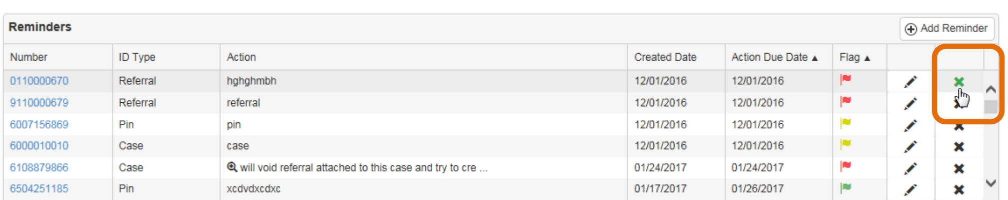


Figure 348 Home Page – Reminder grid

Step 2 Confirm the Deletion
Select OK on the notification pop-up.

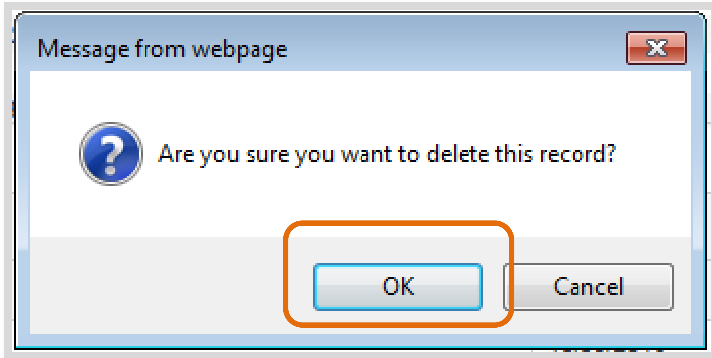


Figure 349 Deletion Pop-up Window

27.7.2 Delete a reminder from a Detail Page

Step 1 Navigate to the Action Toolbar

Open the reminder from the Detail Page the reminder is attached to.

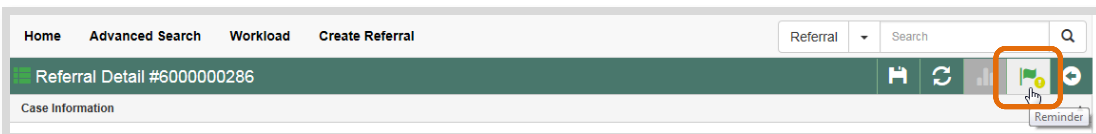


Figure 350 Detail Page – Reminder Flag

Step 2 Deleting the Reminder
Select the Delete button on the Reminder.

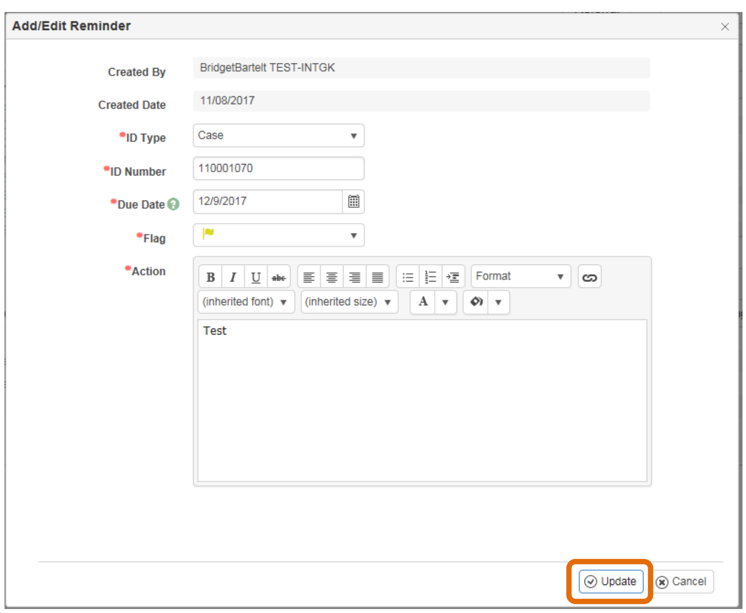


Figure 351 Reminder Window

Step 3 Confirm the deletion
Select the Yes button to complete the deletion.

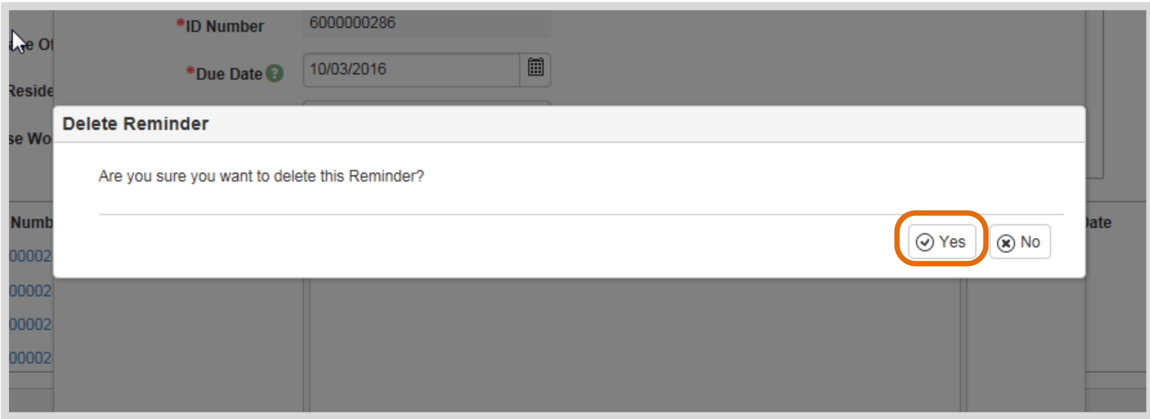


Figure 352 Reminder Notification Message

28.Comments

Purpose: The Comments grid on the referral detail page provides a place for users to enter additional information/notes about the referral. All users can view comments. These are part of the case file and will be included in any open records request on a case or investigation. These case notes do not transfer to CWW's Cases Comments. For more information on who can add a Comment on a referral please see Roles.

Required Fields: The Comment Text field

28.1 Comments Grid

The Comments grid displays all the comments associated with a referral. Comments viewed on the Comments grid in the Comment Text column or through the magnifying glass in that column will display as plain text only.

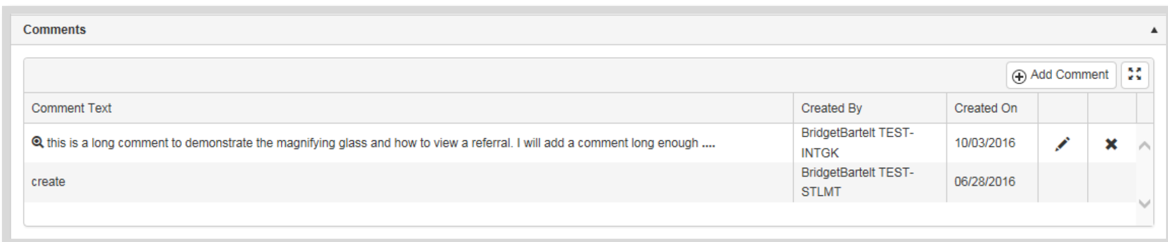


Figure 353 Referral Detail Page – Comments

Comment columns

1. Add Comment button
   The Add Comment button provides a user with the ability to add a new comment.

2. Comment Text
   The Comment Text column displays the text entered by the user. This column will not display text formatting. If a comment is longer than one line, the Comment Text column will show a magnifying glass at the beginning of the comment. The user can view the entire comment by clicking on the magnifying glass.

3. Created By
   The Created By field displays the name of the user who created the comment.

4. Created On
   The Created On column displays the date the comment was created.

5. Edit
   The Edit button, shown as a pencil icon, provides a user the ability to edit a comment they added within 24 hours of creating the comment. After the 24-hour time limit, the "x" icon and the pencil icon will disappear, and the comment is read-only.

6. Delete
   The Delete button provides a user with the ability to delete a comment they added within the past 24 hours.

28.2 Add/Edit Comment Window

The Add/Edit Comment Window provides the user a place to enter case notes related to the investigation, research or claim associated with the referral.

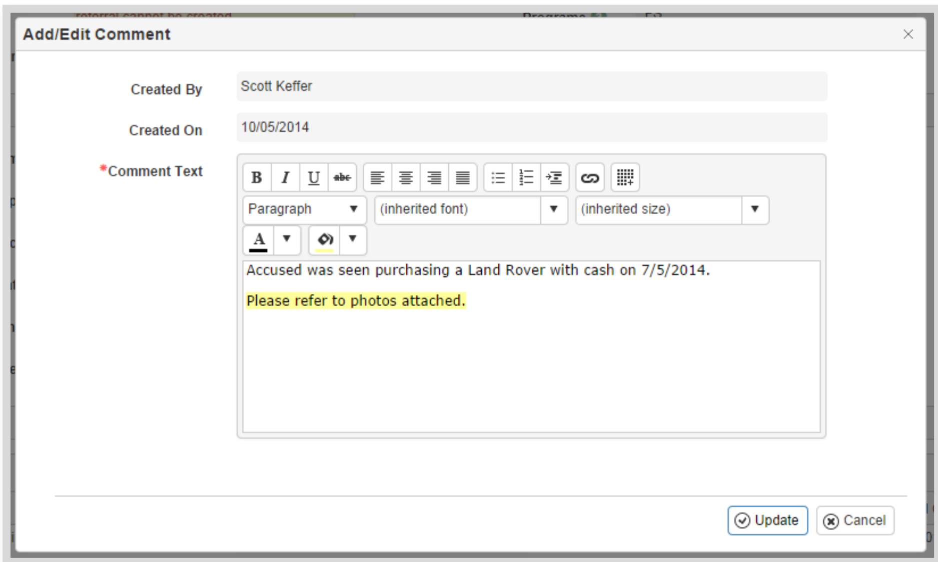


Figure 354 Referral Detail Page – Add/Edit Comment Window

Comment fields

1. Created By
   The Created By field displays the name of the user who created the comment. This field auto-populates when the comment is created and saved.

2. Created On
   The Created On field displays the date of the comment was added and saved. This field auto-populates when a comment is created and saved.

3. Comment Text
   The Comment Text field holds the content of the comment. The text in this field may be formatted by the user.

28.3 Adding a Comment

Step 1 Add a Comment
Select the “Add Comment” button.

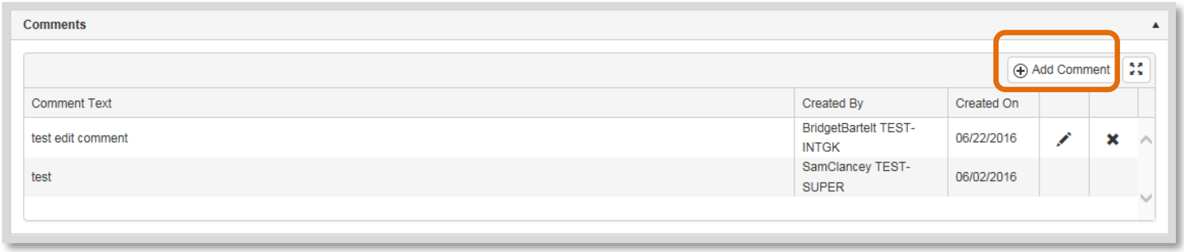


Figure 355 Referral Detail Page - Comments

Step 2 Enter Comment
Enter the comment text.

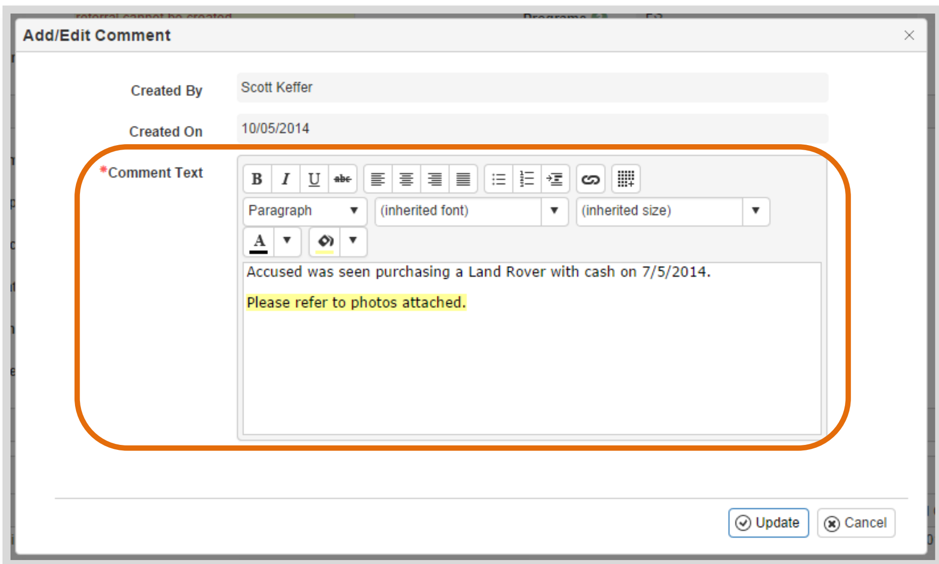


Figure 356 Referral Detail Page - Comments Window

Step 3 Save the Comment
Save the comment by selecting the Update button.

Step 4 Save the Referral
The referral must be saved in order to save the comment that was created.

28.4 Viewing Comments

The comment text is displayed in the Comment grid. If the comment text is longer than one line, a magnifying glass will display immediately before the text. When the user selects the magnifying glass, the whole comment is displayed.

Step 1 Select the Magnifying Glass
From the Comments grid select the magnifying glass to view the full comment.

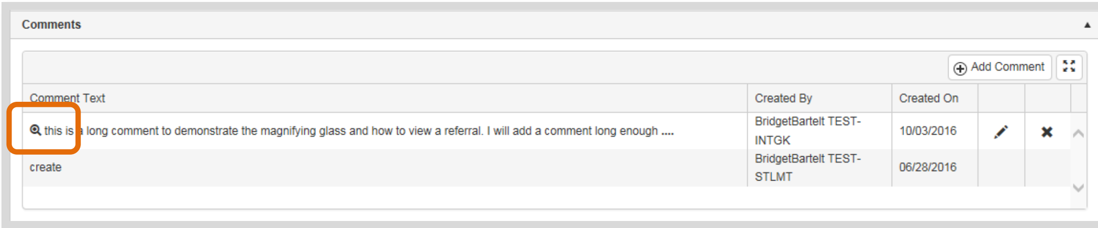


Figure 357 Referral Detail Page – Comments

Step 2 A pop-up window displays
A pop-up window displays the full text in a non-formatted view.

Step 3 Expand the view
Select the box in the upper right-hand corner to maximize the size of the pop-up window, if needed.

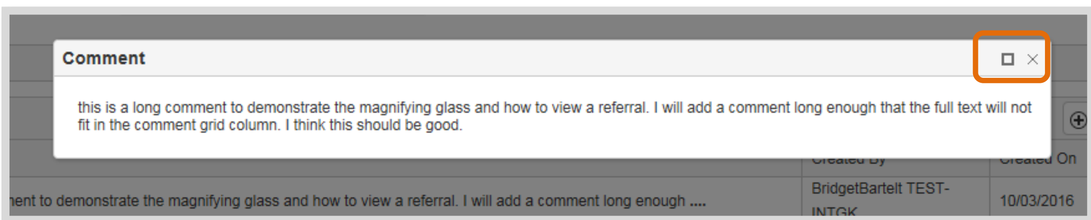


Figure 358 Comment Expanded View

Step 4 To close the extended Comment
Select the "X" to close the comment.

28.5 All Comments window

Using the All Comments window, a user can view all comments at once and close the window without saving the referral.

Figure 359 Comments grid

Step 1 Select the Expand button
Select the four arrow icon in the upper right-hand corner of the Comments grid to open the All Comments window.

Figure 360 All Comments window

Step 2 Maximize the All Comments window
Select the box in the upper right hand corner to maximize the window to a full screen.

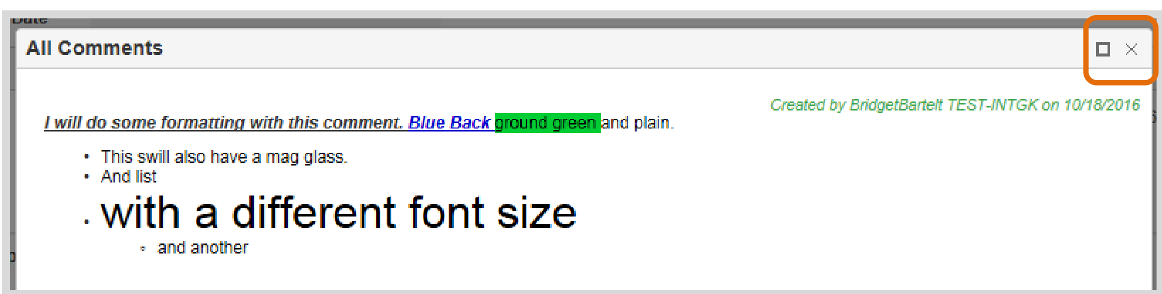


Figure 361 Maximize the All Comments window

Step 3 Close the maximized window
Select the square to close the maximized window.

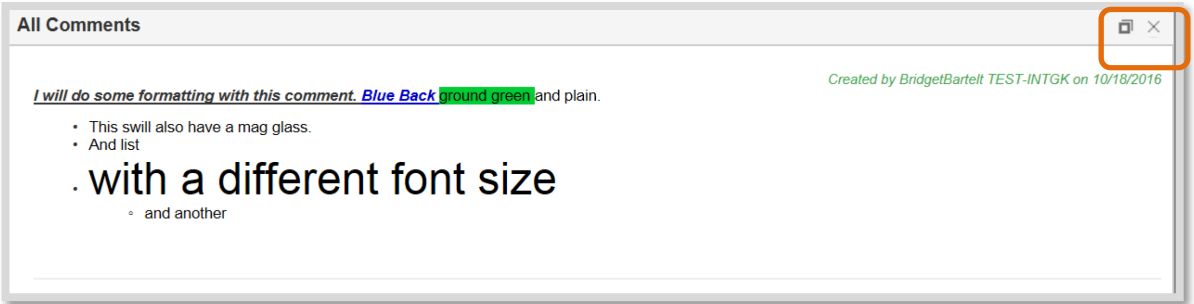


Figure 362 Minimize the All Comment window

Step 4 Close the All Comments window
Select the X in the upper right-hand corner to close the All Comments window.

28.6 Edit Comment

Edits to comments are only made by the user who created the comment and within 24 hours of the creation of the comment.

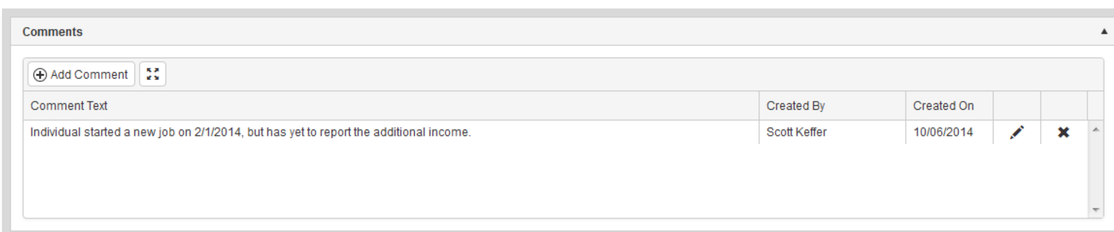


Figure 363 Referral Detail Page - Comments

Step 1 Select the Edit button,
Select the Edit button, shown as a pencil icon, in the Comment grid.

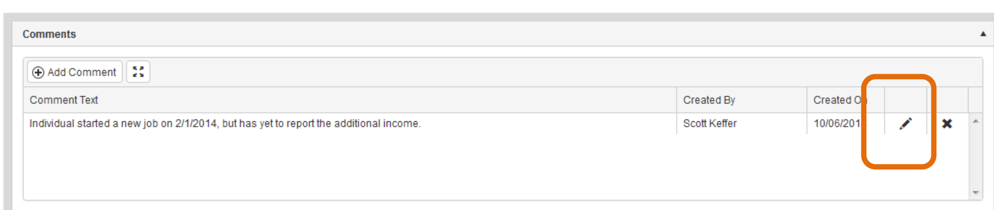


Figure 364 Edit a Comment

Step 2 Update the Comment
Make updates to the Comments Text field in the Add/Edit Comment window.

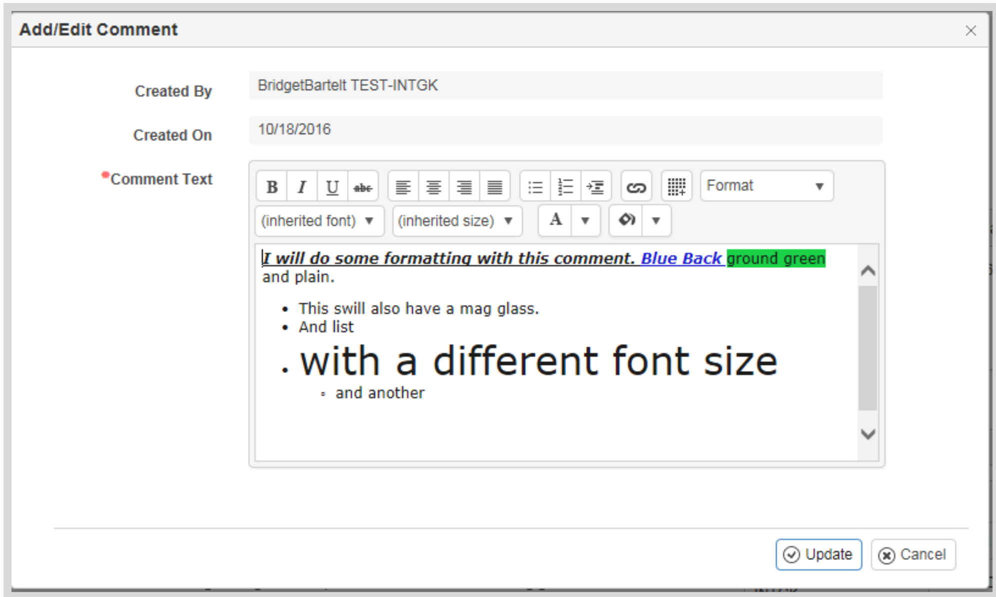


Figure 365 Edit the Add/Edit Comment window

Step 3 Select Update
Save the comment by selecting the Update button.

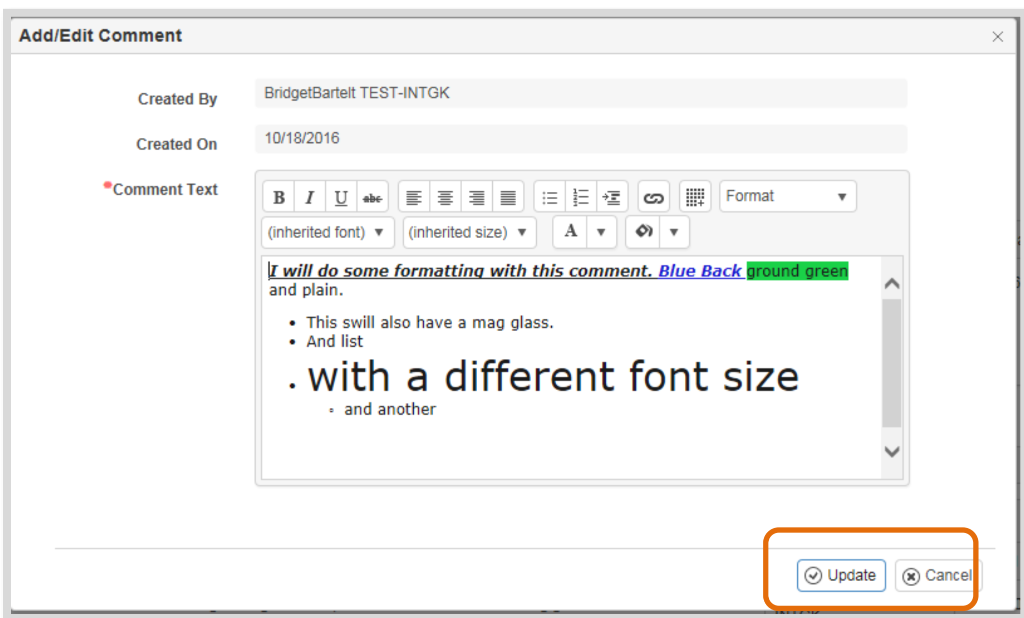


Figure 366 Update the Add/Edit Comment window

Step 4 Save the referral
The referral must be saved in order to save the updates to the comment.

28.7 Delete Comment

Comments can only be deleted by the user who created the comment. There is a 24-hour time limit on deleting a comment, beginning when the comment is created.

Step 1 Delete a Comment
Select the Delete button, shown as an "x" icon, next to the Comment the user wants to delete.

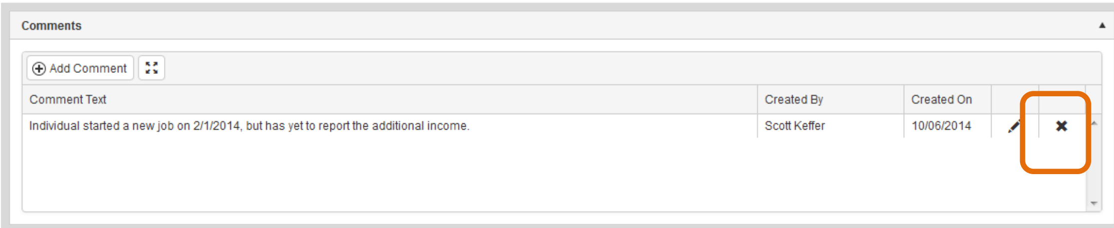


Figure 367 Referral Detail Page - Comments

Step 2 Confirm the Deletion
A pop-up message will display. Select the OK button to complete the deletion of the comment.

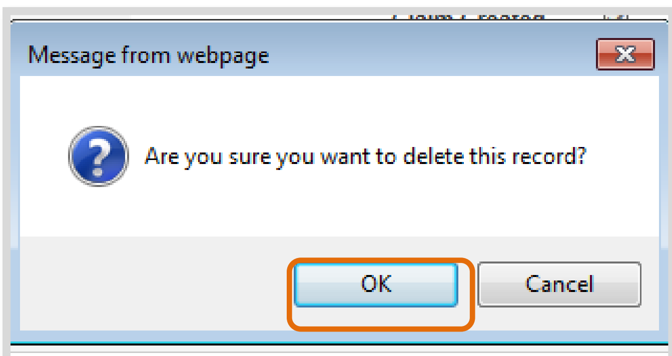


Figure 368 Comments Notification Message

Step 3 Save the referral
The referral must be saved in order to save the deletion of a comment.

28.8 Auto Comments

Auto comments are comments entered into the comment section by BRITS.

- When the Fraud Determination section changes Fraud Methods an auto comment is added to the Comments grid. The details entered from the previous Fraud Method are displayed in the comment.

In this example, the Fraud Method was switched from DA to Citations.

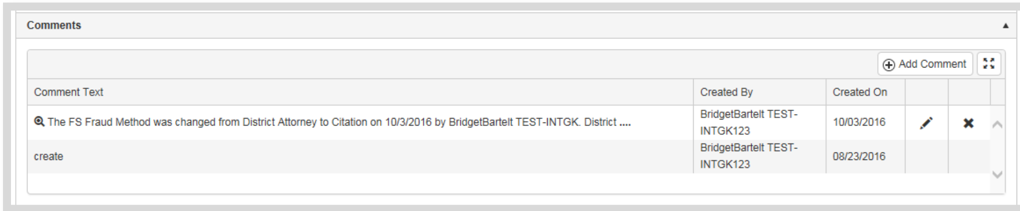


Figure 369 Referral Detail Page - Comments

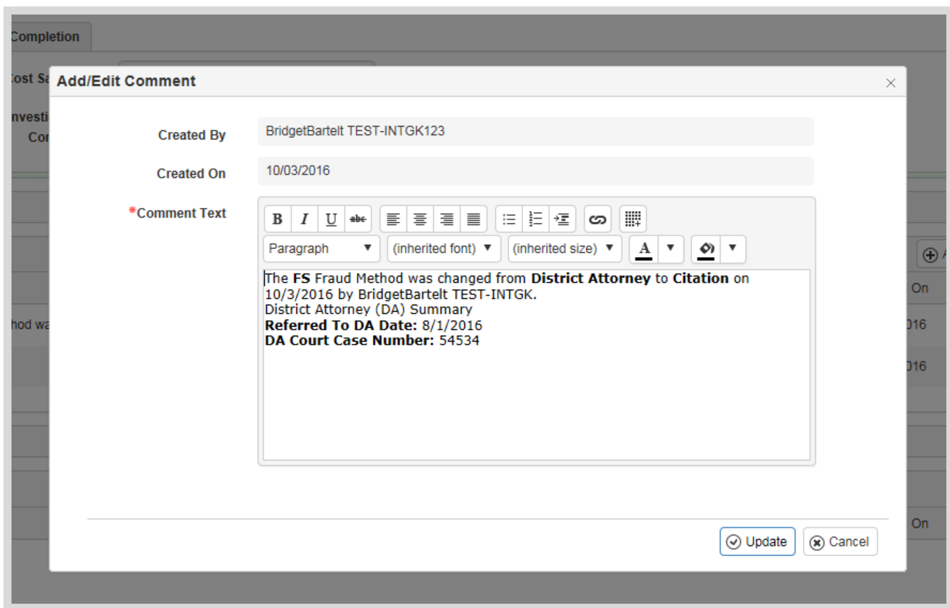


Figure 370 Comments Window

Note: After the Fraud Method has been changed and a referral is saved, the user cannot change back to the previous fraud method and recover the data that was deleted when the Fraud Method was switched. In this situation, the user would refer to the information saved in the auto comment and re-enter that information into the system.

- All referrals that were migrated from CARES to BRITS during the conversion process have auto comments that read "Pre-BRITS."

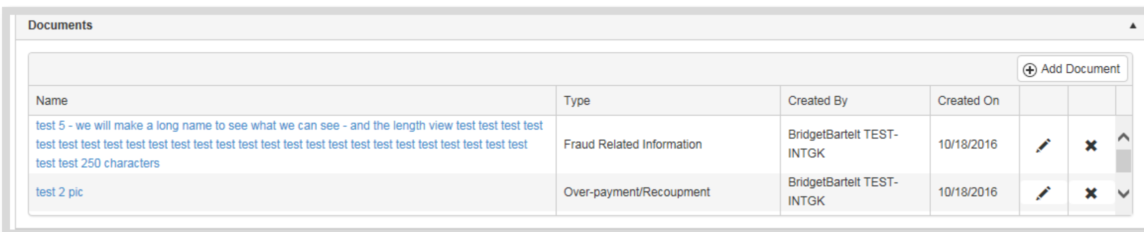
29. Documents

Purpose: The Document grid displays any document uploaded through BRITS and allows the user to upload a new document for any given referral. The document(s) is available in eClient under the appropriate code identified. Document(s) can be deleted from BRITS but not eClient. To delete from eClient, users will need to follow the process outlined in the eClient manual. Only one document can be uploaded at a time. For acceptable file types see Document File Types. For more information on who can add a Document on a referral please see Roles.

Required Fields: Name, Type and Document File

29.1 Documents Grid

The Document grid displays all documents uploaded through BRITS related to the referral.



Documents

Add Document

Name	Type	Created By	Created On		
test 5 - we will make a long name to see what we can see - and the length view test test test test test test test test test test test test test test test test test test test test test test test test test test test 250 characters	Fraud Related Information	BridgetBartelt TEST-INTGK	10/18/2016		
test 2 pic	Over-payment/Recoupment	BridgetBartelt TEST-INTGK	10/18/2016		

Figure 371 Documents Grid

Document columns

1. Add Document
   The Add Document button allows the user the ability to upload a document to BRITS for viewing in BRITS or eClient.

2. Name
   The Name column displays the name the user associated with the document.

3. Type
   The Type column displays either: Fraud Related Information, Over-payment/Recoupment, or Sanctions.

4. Created By
   The Created By column automatically displays the name of the user who uploaded the documents.

5. Create d On
   The Created On column automatically displays the date the document was uploaded.

6. Edit

The Edit column, shown as a pencil icon, allows the user who uploaded the document the ability to edit the document within the first 24 hours. After 24 hours, the pencil icon will no longer be displayed, and the ability to edit the document is gone.

7. Delete
   The Delete column, shown as an "x" icon, allows the user who uploaded the document the ability to delete the document from BRITS within the first 24 hours. After 24 hours, the "x" icon will no longer be displayed, and the ability to delete the document is gone.

29.2 Document Window

The Add/Edit Document window allows a user to upload a document.

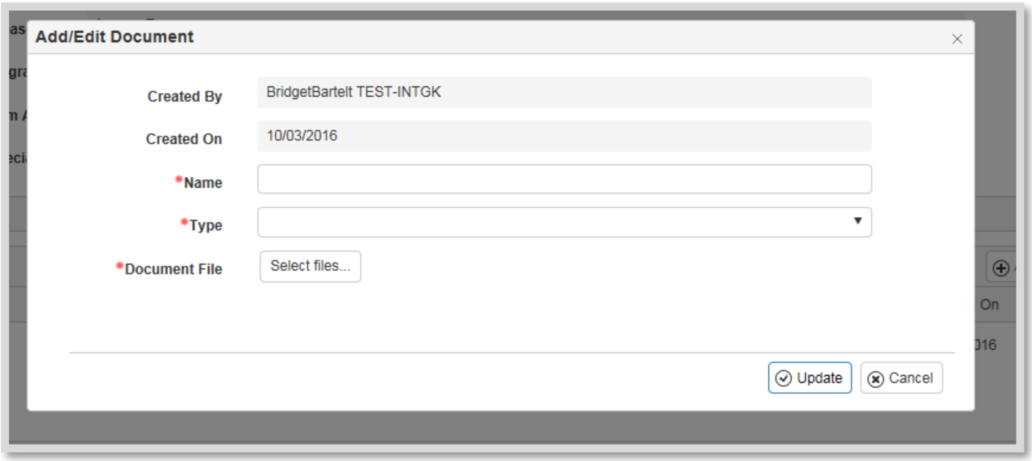


Figure 372 Document Window

Document Window fields

1. Created By
   The Created By field will automatically display the name of the user who uploaded the document.

2. Created On
   The Created On field displays the date the document was uploaded.

3. Name
   The Name field is a description field that allows the user the ability to add a meaningful name to the document. This field is required and does not auto-populate with the name of the file.

4. Type
   The Type field provides a user the ability to select the document investigation type. Fraud Related Information, Over-payment/Recoupment or Sanctions.

5. Document File

The Document File field provides the user the ability to search for and select from the user's computer or network.

29.3 Add a Document

Step 1 Select the Add Document button
Select the Add Document button located on the Documents grid.

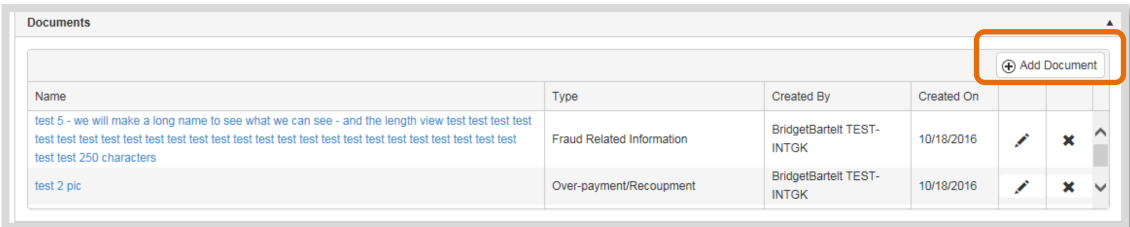


Figure 373 Documents Grid

Step 2 Enter the required fields
Enter the Name and Type required fields.

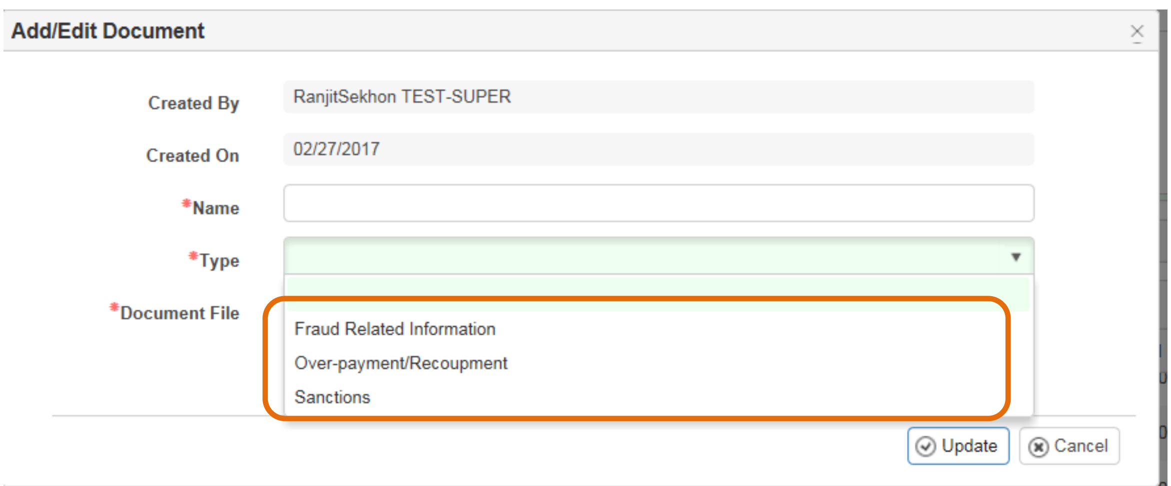


Figure 374 Document Window

All required fields must be entered. When a user selects the update button before all required fields are entered an error message is displayed under each required field

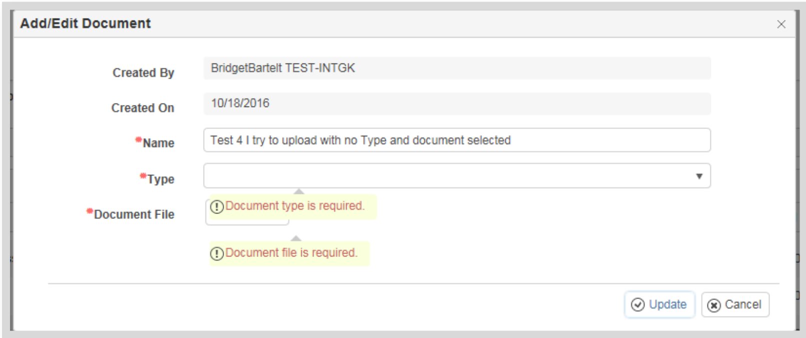


Figure 375 Documents - Required fields

Step 3 Select a document to upload

- Select the Document File button.

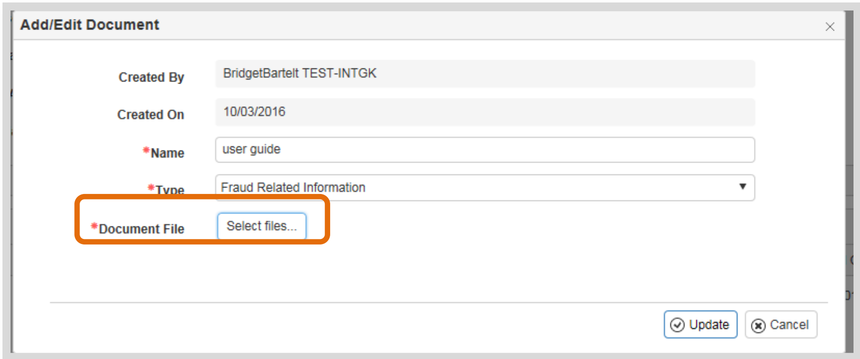


Figure 376 Document Window

- When the Choose File to Upload window opens, select a file to upload
- Select the Open button

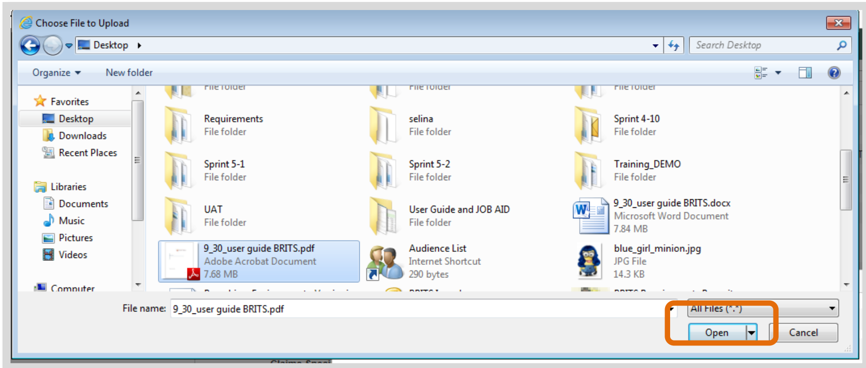


Figure 377 Selecting a File

Step 4 Select the Update button

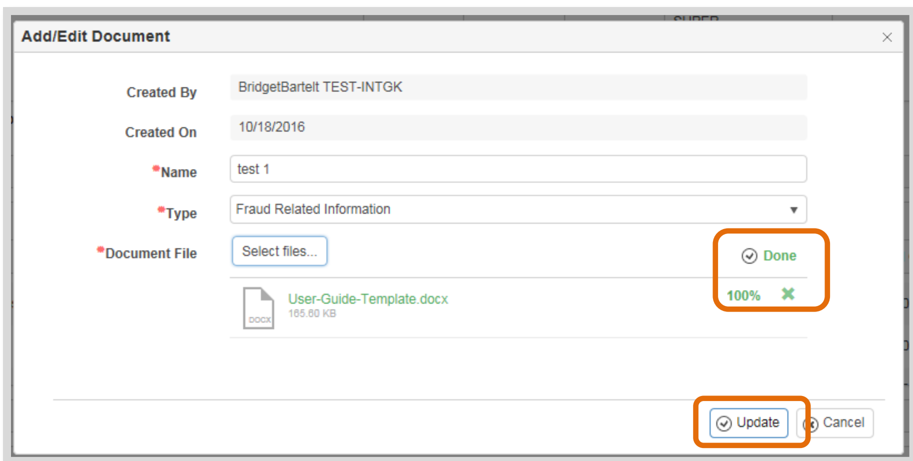


Figure 378 Document Window

When a File Type is not supported a user will see the Document File name in red. Additionally, when the user hovers over the exclamation mark, they will see the error message "The file type is not supported". The user must choose another file or cancel out of the window.

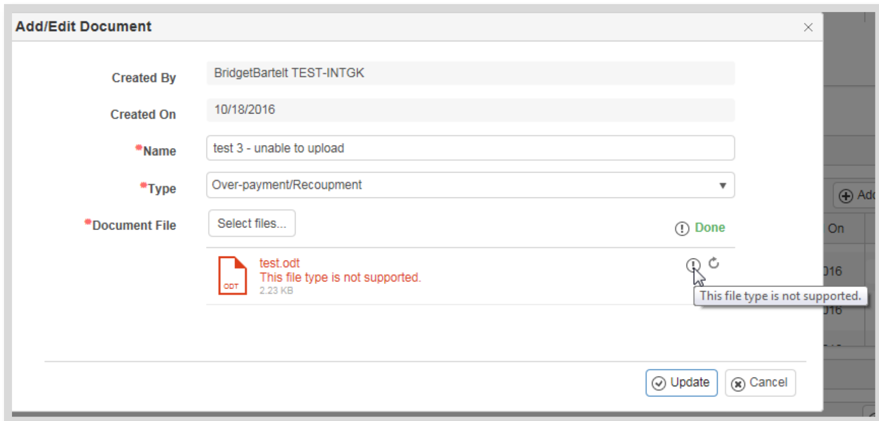


Figure 379 Document upload - Error Message

Step 5 Save the referral
The referral must be saved in order to save the newly uploaded document.

29.4 Update a Document

Only the user who added the document can update the document within the first 24 hours.

Step 1 Select the Edit button
Select the Edit button in the row of the document the user wants to update.

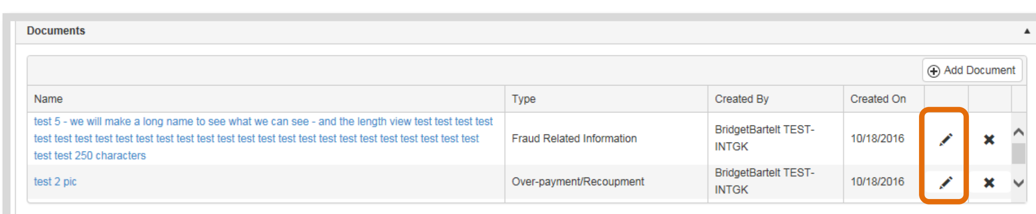


Figure 380 Documents Grid

Step 2 Update the document
A user can update the Name and Type fields.

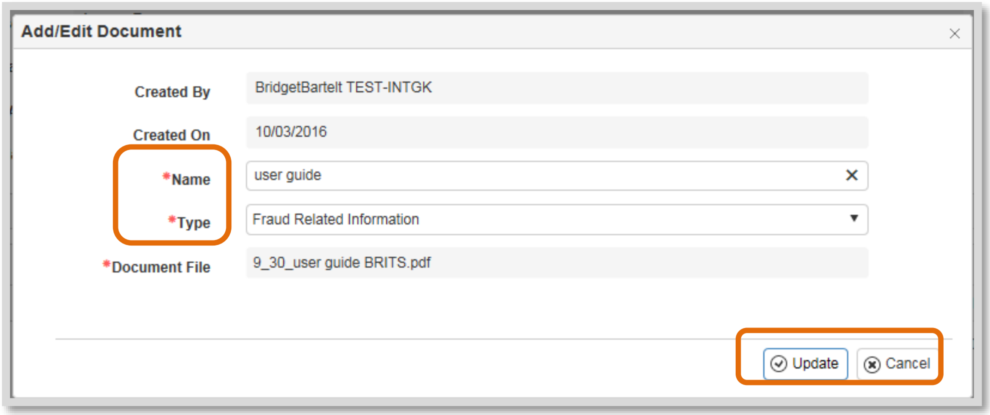


Figure 381 Document Window

Step 3 Select the Update button

Step 4 Save the referral
The referral must be saved in order to save the updated document.

29.5 View a Document

To view a document that has been uploaded, select the documents name from the Document grid and the file will open.

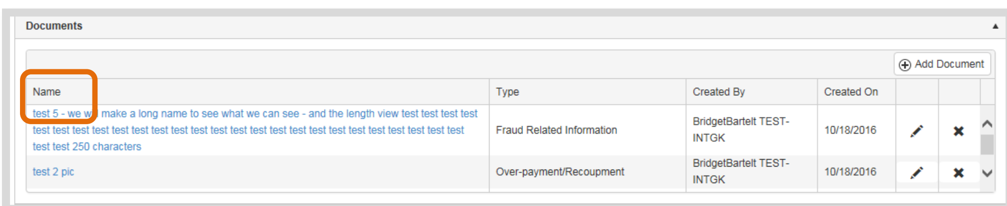


Figure 382 Documents Grid

29.6 Delete a Document

Only the user who added the document can delete the document within the first 24 hours. Deleting a document from BRITS will not delete the document from eClient.

Step 1 Select the Delete button from the Documents grid.

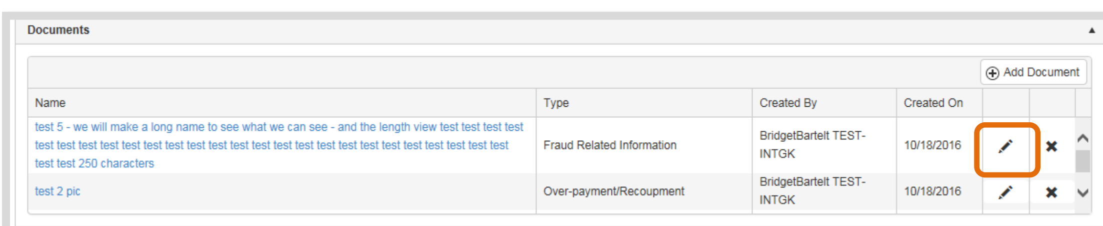


Figure 383 Documents Grid

Step 2 Confirm the Deletion
Select OK from the pop-up window.

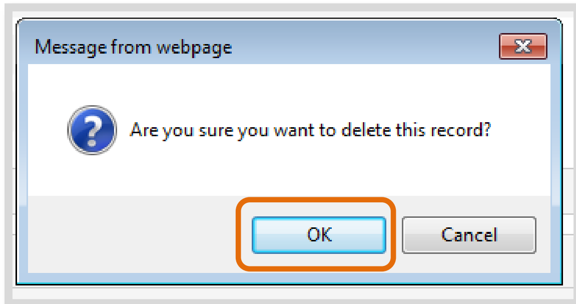


Figure 384 Document Deletion Notification

30.Sorting Grids

Purpose: Sorting grids provides a way for a user to personalize and manages different grids within BRITS. All grids have a default order for the columns. Depending on the grid, the removal of the default column may be needed to get the correct preference. When a user arranges a grid, it will remain in their preferred order until the user navigates away from the page. At that point, the grid will revert back to the default order. A user can only save a sort order on their Workload grid. ***Panels behave the same way as grids.*** *(To sort/filter for W-2 please use WW)*

Important Note: *Customized workloads will have to be reapplied to include any newly released columns.*

Required Fields: NA

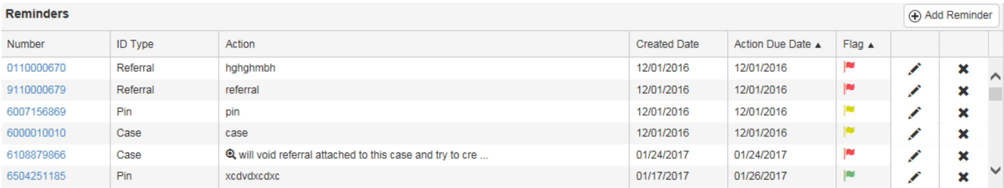
30.1 All grids have a default sort order

All grids have a default sort order but not all grids display any notification markers showing that order.

30.1.1 Grids that display the default order

If a grid displays any sorting arrows in the header of a column, the arrows indicate that the default sort order is by the one (or more) columns indicated. For example, an Investigator's Workload page, Investigations grid has a default sort by Investigation Start Date (ISD). When a user with an Investigator role navigates to the Workload page, this grid displays an ascending sort arrow, or triangle, in the header of the ISD column.

In this example, the Action Due Date is the first default sort and starts with the oldest date first (in ascending order), then the Flag column starting with Red First, Yellow Second and Green last. The user can tell if the order is in ascending or descending by viewing which way the triangle is pointing.


Reminders Add Reminder

Number	ID Type	Action	Created Date	Action Due Date ▲	Flag ▲		
0110000670	Referral	hghghmbh	12/01/2016	12/01/2016			
9110000679	Referral	referral	12/01/2016	12/01/2016			
6007156869	Pin	pin	12/01/2016	12/01/2016			
6000010010	Case	case	12/01/2016	12/01/2016			
6108879866	Case	will void referral attached to this case and try to cre ...	01/24/2017	01/24/2017			
6504251185	Pin	xcdvdxcdxc	01/17/2017	01/26/2017			

Figure 385 Reminder Grid

30.1.2 Grids that do not display the default order

Some grids do not display the default sort order. Examples of these grids are: Comments, Documents and Investigation Reasons.

In the example below, the default order for this grid is Created On and in Descending order from Newest to Oldest Dates.

Figure 386 Comments Grid

30.1.3 Ascending vs. Descending order

When a triangle is pointing upwards the sort is in ascending order (oldest to newest, A-Z or blank-9.) If the user selects this triangle once it will appear upside down and reverse the sort to descending. If the user selects it again, it will disappear to allow the user to sort by another column without the current column affecting the sort order.

Ascending Dates – Oldest to Newest (triangle points up)
Descending Dates – Newest to Oldest (triangle points down)
Ascending Numbers – Small to Large (triangle points up)
Descending Numbers – Large to Small (triangle points down)
Ascending Letters – A to Z (triangle points up)
Descending Letters – Z to A (triangle points down)
Ascending Codes – High to Low (triangle points up)
Descending Codes – Low to High (triangle points down)

30.2 Sorting

All grids have a default sort setting. Any column selected for sorting while the default setting is still active becomes a secondary sort within the first order.

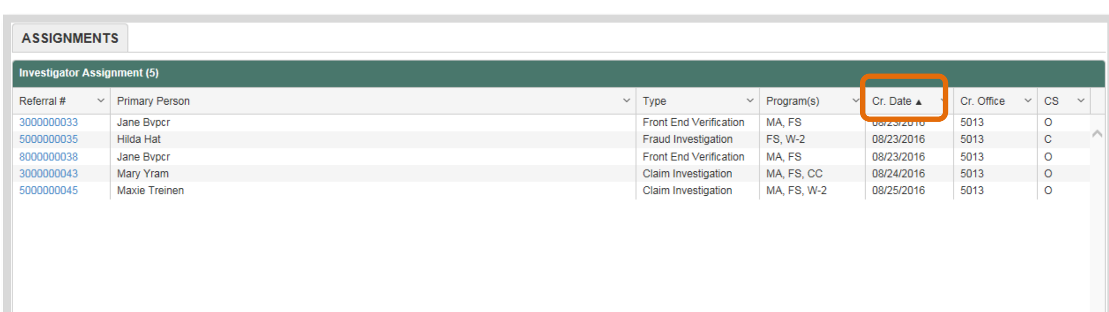
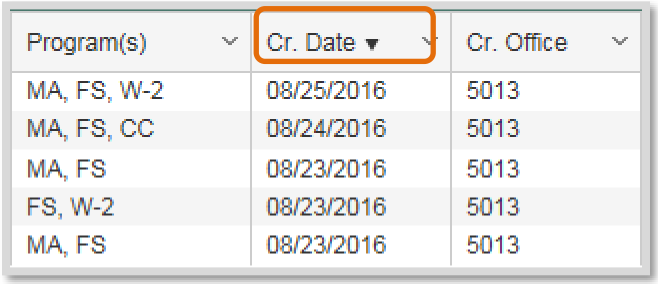


Figure 387 Home Page – Recent Activities

30.2.1 Change the sort order

To change the sort order, click on the triangle. Remember, any column with a visible triangle affects the sort order.

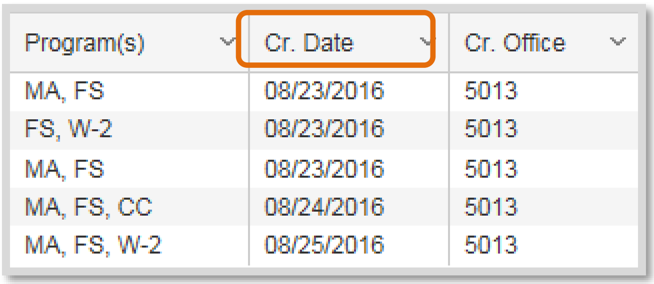


Program(s)	Cr. Date ▼	Cr. Office
MA, FS, W-2	08/25/2016	5013
MA, FS, CC	08/24/2016	5013
MA, FS	08/23/2016	5013
FS, W-2	08/23/2016	5013
MA, FS	08/23/2016	5013

Figure 388 Workload Page Change Sort

30.2.2 Remove the sort

Selecting the triangle again will remove the sort altogether.

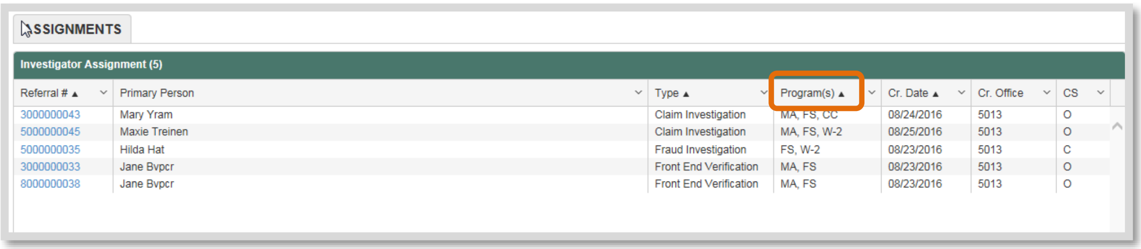


Program(s)	Cr. Date	Cr. Office
MA, FS	08/23/2016	5013
FS, W-2	08/23/2016	5013
MA, FS	08/23/2016	5013
MA, FS, CC	08/24/2016	5013
MA, FS, W-2	08/25/2016	5013

Figure 389 Workload Page Remove Sort

30.2.3 Adding a sort order

When the user selects a new column for sorting, the triangle is displayed in ascending order. Multiple columns can be selected for sorting, each having their own triangle. The order of the section will follow the order the columns were selected.



SSIGNMENTS

Investigator Assignment (5)

Referral # ▲	Primary Person	Type ▲	Program(s) ▲	Cr. Date ▲	Cr. Office	CS
3000000043	Mary Yram	Claim Investigation	MA, FS, CC	08/24/2016	5013	O
5000000045	Maxie Treinen	Claim Investigation	MA, FS, W-2	08/25/2016	5013	O
5000000035	Hilda Hat	Fraud Investigation	FS, W-2	08/23/2016	5013	C
3000000033	Jane Bvpcr	Front End Verification	MA, FS	08/23/2016	5013	O
8000000038	Jane Bvpcr	Front End Verification	MA, FS	08/23/2016	5013	O

Figure 390 Workload Page Adding a Sort

30.2.4 Dialog box - another option for sorting

When the user selects a column that has an arrow positioned at the end of the column header, a dialog window will display.

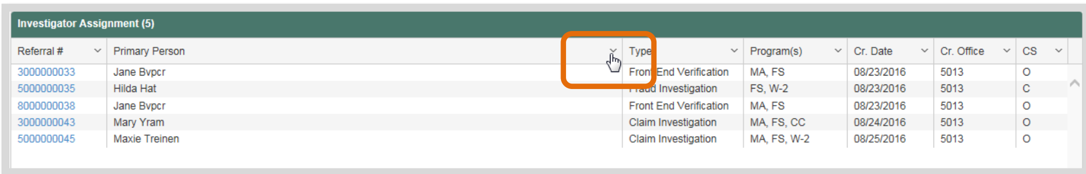


Figure 391 Workload Page Sorting Using the Arrow

When the user left clicks the arrow a drop down menu is displayed. The Cr. Date column is in ascending order. Note: The triangle position next to the column name. Also, note that the drop down menu highlights the current sort order.

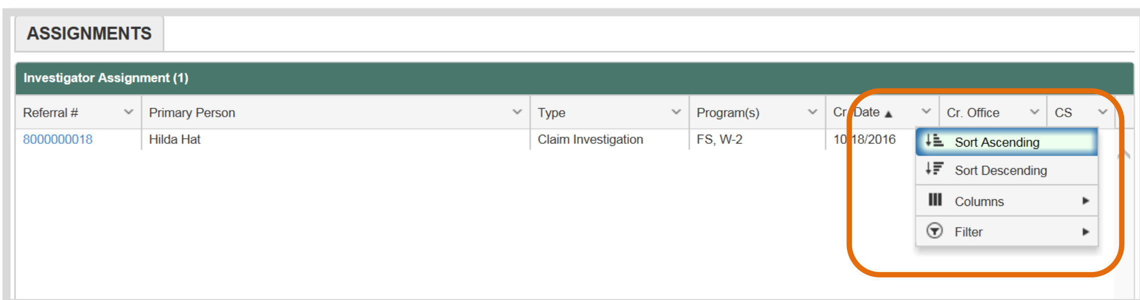


Figure 392 Workload Page

When a column has no sort selected and the user left click the arrow no sort option is highlighted.

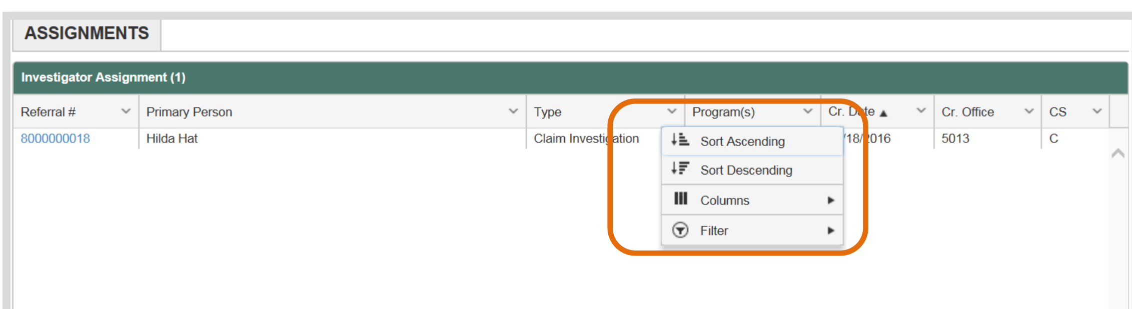


Figure 393 Workload Page

In the example below, the Type column was set to ascending order first, second the Program column was set to ascending order and finally the Cr. Date was set to descending. The Claim investigation Type is listed first followed by Fraud Investigation and so forth. Within each Type the Program(s) column is in *alphabetic order. And finally, within the Program(s) order the Cr. Date is displayed in descending (newest to oldest.)*

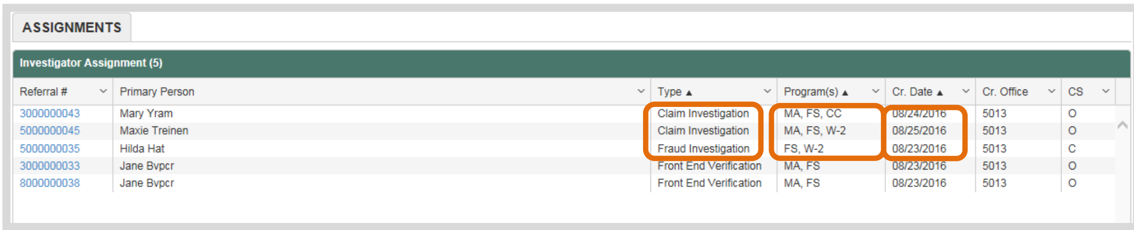


Figure 394 Workload Page

30.3 Filter

Filtering allows the user to search for specific data within a column. Left click the arrow next to the column heading a drop down menu is displayed. When the user hovers over the Filter option on expanded subsection menu is displayed. Select the first drop down to display a list of conditions that are available to help filter the user's search result. A user can only save a custom filter on the Workload grid. The column title will be highlighted when a filter is on.

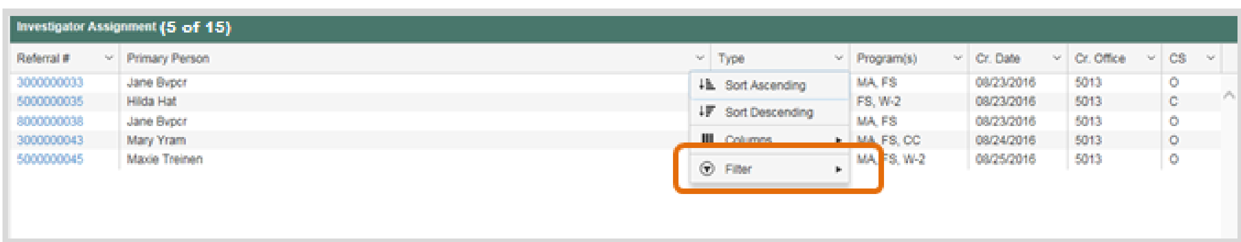


Figure 395 Workload Page

30.3.1 Apply a filter

30.3.1.1 Reminder Flags Filter

Step 1 From the filter drop down, select the option to best filter. By default, no filter option is selected.

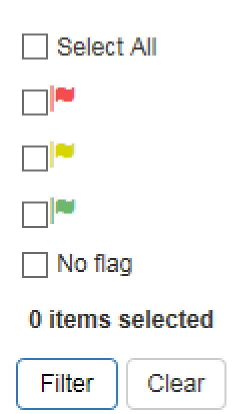


Figure 283 Reminder Flag filter option

Step 2 Select filter

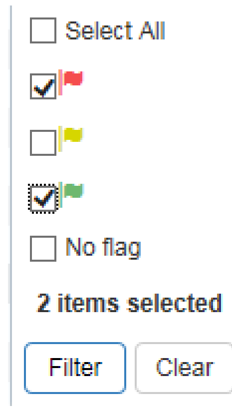


Figure 284 Filter Flags

Step 3

When the filter is active the user will notice the arrow in the column highlighted. To remove filters select the Clear button

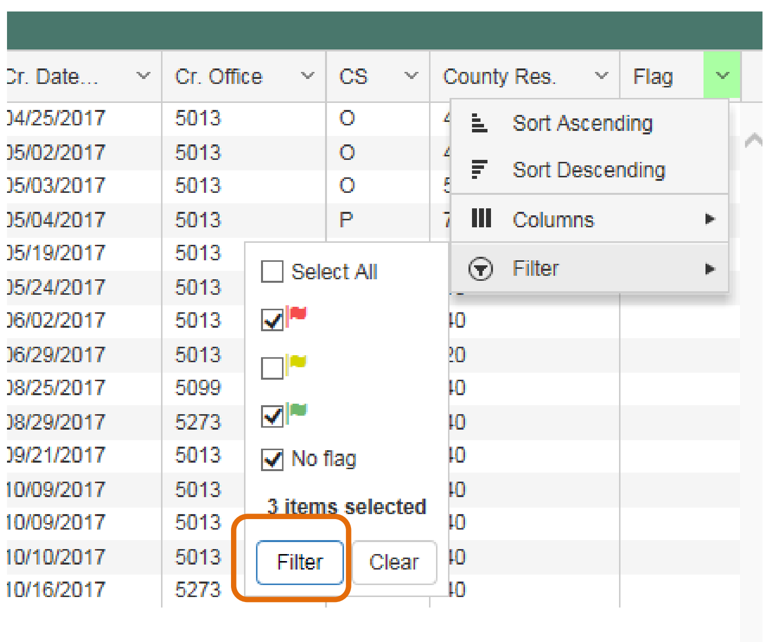


Figure 285 Flag filter applied

30.3.1.2 Text Filter

Step 1 Select the condition to best filter the request

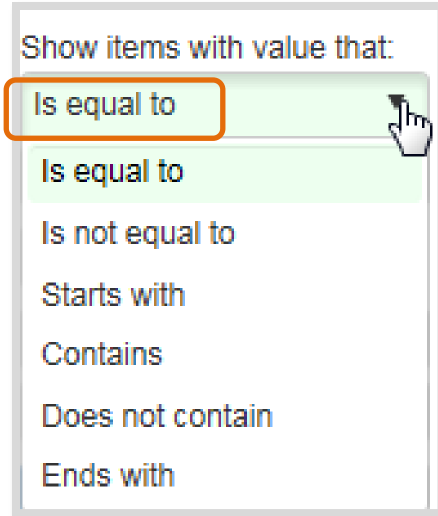


Figure 396 Workload Page

Step 2 Enter the criteria to filter

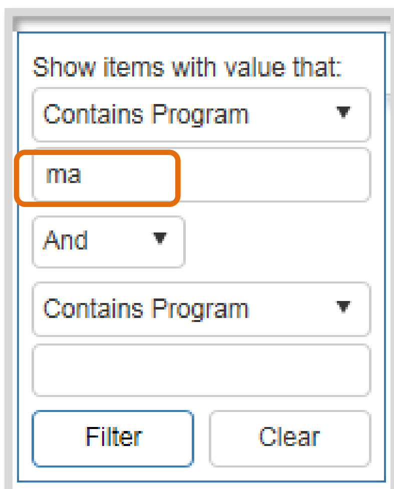


Figure 397 Workload Page

Step 3 To add additional criteria to the users filter the user can select either “And” or “Or.”
This STEP is optional.

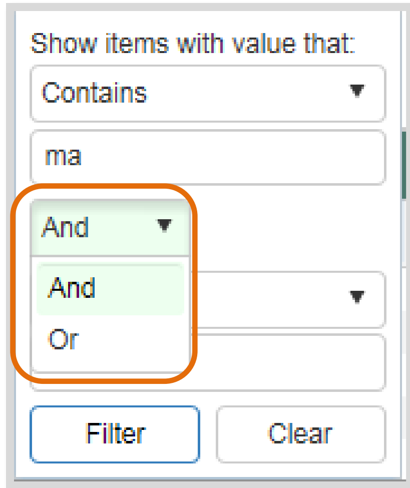


Figure 398 Workload Page

Step 4 For the second criteria the user can set the operation

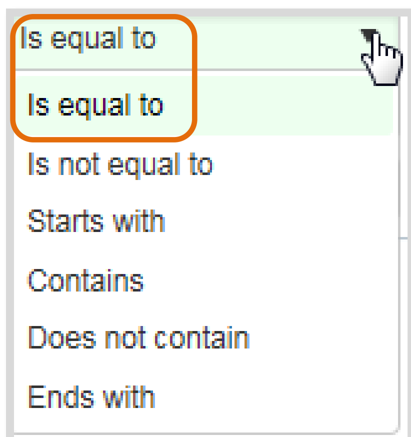


Figure 399 Workload Page

Step 5 Enter the value and select Filter

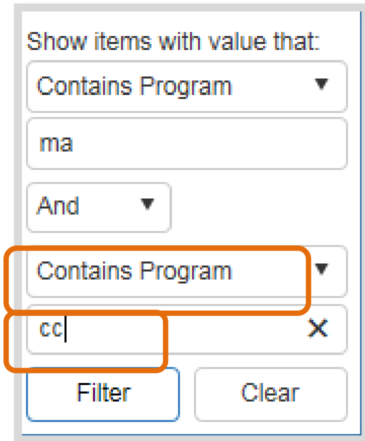


Figure 400 Workload Page

Important Note: *When filtering for a W-2 program, you have to type in WW to return results. This will be fixed in a later release of BRITS.*

Step 6 When the filter is active the user will notice the arrow highlighted in the column.
To remove filters select the Clear button

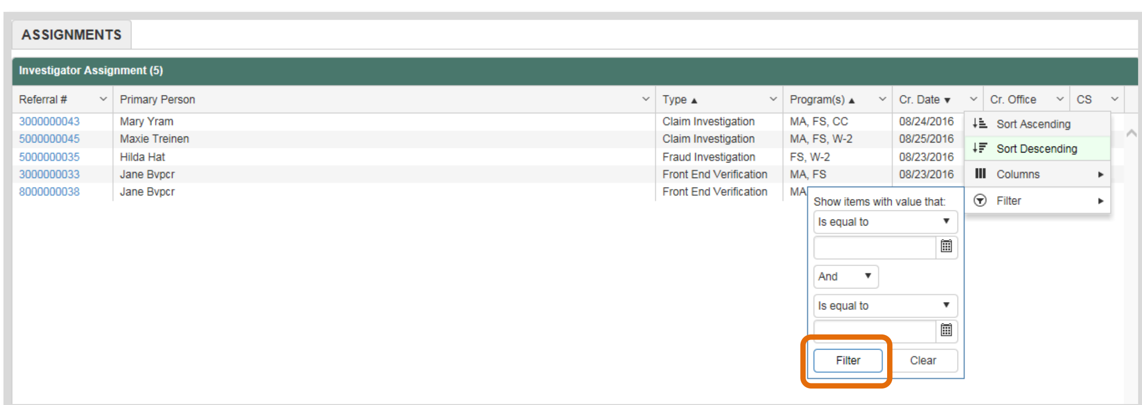


Figure 401 Workload Page

30.4 Hide/View Columns

All grids on the Workload page have the ability to hide/view columns. Some grids (Investigations, Unit assignment, and Investigator Assignment) on the Workload page have columns hidden by default.

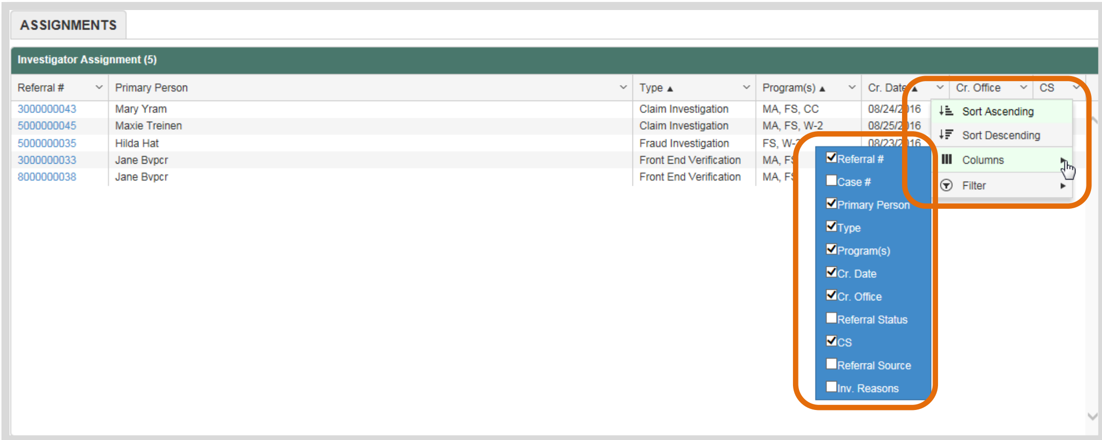


Figure 402 Workload Page - Hide/View Columns

To hide a column, left click the arrow next to any column in the section. Hover over the Column option and a list of all columns in that section is displayed. Select the box to remove the check mark and the column is hidden.

To display a column, left click the arrow next to any column in the sections. Hover over the Column option and a list of columns for that section is displayed. Select the check box next to the column's name the user would like to be displayed.

30.5 Save Custom Workload

When a user initially navigates to their *Workload Page* the field data columns sort/filter settings will be loaded to see the *Default Workload*, contingent that they have not saved a *Custom Workload*. The *Default Workload* view includes the same Sort, Order and Filters as before save was clicked.

VII. ADDITIONAL TOPICS

31. How CARES/CWW Benefit Recovery screens relates to BRITS

Information formerly located on the BVIR, BVIT, and BVPI screens are all located on the BRITS Referral Detail Page.

31.1 BVIR (Benefit Recovery Investigation/Verification Referral)

```
   ******************************************************************************
01* BVIR                INVESTIGATION/VERIFICATION REFERRAL     >>>>>>>> >>>>>     *01
02* IR NUM: >>>>>>>>>>          CREATION DT: ++ ++ ++         >>>>>> >>>>>>>>>>>>*02
03* UPDATED DATE: >>>>>>>>>>      ORIG OFFICE: ++++ >>>>>>>>>>>>>>>>>>>>>>>>>     *03
04* WORKER ID: >>>>>>                  COMMENT: >                                  *04
05*                                                                                *05
06* DC: ++      IR TYPE: +++                          IR SOURCE: +++             *06
07*                CASE: ++++++++++                PROVIDER NUM: ++++++++++       *07
08* ERROR PRONE REASONS: +++  +++  +++       PROVIDER FEIN/SSN: >>>>>>>>>         *08
09*      PRIMARY PERSON: >>>>>>>>>>>>>>> > >>>>>>>>>>>>>>> >>>                     *09
10*                 PIN: >>>>>>>>>>   SSN: >>>>>>>>>                              *10
11*       PROVIDER NAME: >>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>                  *11
12*  PGM OF ASSIST                                                                *12
13*   (CATEGORY)      PERIOD UNDER INVEST/VERIF      EST OVERPAY/SAVINGS          *13
14*       +++            ++ ++ ++     ++ ++ ++           ++++++++++              *14
15*       +++            ++ ++ ++     ++ ++ ++           ++++++++++              *15
16*       +++            ++ ++ ++     ++ ++ ++           ++++++++++              *16
17*       +++            ++ ++ ++     ++ ++ ++           ++++++++++              *17
18*       +++            ++ ++ ++     ++ ++ ++           ++++++++++              *18
19*       +++            ++ ++ ++     ++ ++ ++           ++++++++++              *19
20*       +++            ++ ++ ++     ++ ++ ++           ++++++++++              *20
21*                                                                                *21
22* PFKEYS: 13=PP/PROV INFO  14=AQCS  15=AQCM  16=ACCH17=CCPD  21=BVIC  22=BVCC   *22
23* NEXT TRAN: <<<<     PARMS: ++++++++++++++++++++++++++++++++++++++++++++ >>>>>>>*23
24* >>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>*24
```

Figure 403 BVIR Screen

The Referral Detail Page displays the following information from CARES in the Case information section: Primary person, Case Office, County of Residence, Case worker, and Program(s) that have been active in the past 6 years. This information is pre-populated into the Referral Detail page when the case number is entered during referral creation. The Referral Information section on the Referral Detail Page provides the following fields: BRITS referral number, the status of the referral, who created, when it was created, and what office the referral was created in. This section also allows the user to enter the Referral Type, Referral Source, From and To dates, Investigation Reasons, and External Programs.

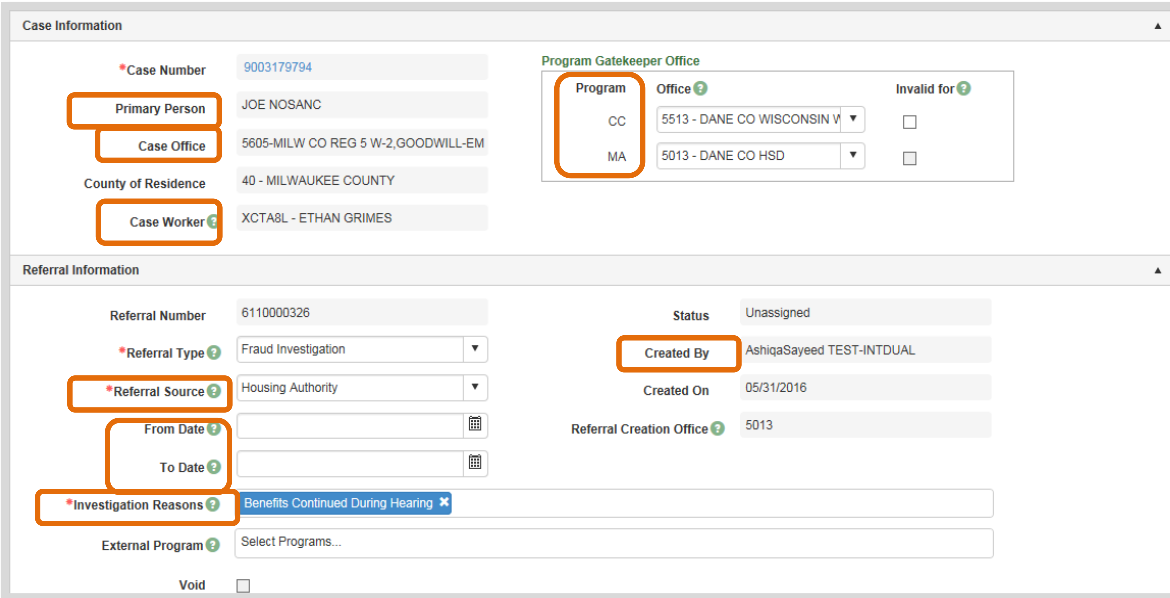


Figure 404 Referral Detail Page

31.2 BVIT (Benefit Recovery Tracking & Finding)

```
01* BVIT      INVESTIGATION/VERIFICATION TRACKING & FINDINGS    >>>>>>>> >>>>>     *01
02* IR NUM: >>>>>>>>>>          CREATION DT: >>>>>>>>          >>>>>> >>>>>>>>>>>>*02
03* UPDATED DATE: >>>>>>>>      ORIG OFFICE: >>>> >>>>>>>>>>>>>>>                 *03
04* WORKER ID: >>>>>> CASE: >>>>>>>>>>   PROVIDER: >>>>>>>>>>    COMMENT: >       *04
05* PRIMARY PERSON: >>>>>>>>>>>>>>> > >>>>>>>>>>>>>>> >>>                       *05
06* PIN: >>>>>>>>>>     SSN : >>>>>>>>>                                          *06
07* PROVIDER NAME: >>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>                        *07
08* REFERRED FOR INVEST/VERIF  (Y/N): +  INVS/VERIF START (DECISION) DATE: ++ ++ ++*08
09* REFERRED TO:    FRAUD/FEV WORKER: ++++++          OUTSIDE AGENCY: +++        *09
10*   --DATA IN ERROR--    |           INVOICING            ENTERED      WORKER  *10
11*   CAT     SUS     FND  |                                  DATE        ID     *11
12*   ++       +       +   |      INITIAL COST: ++++++++++ >>>>>>>>>>   >>>>>>   *12
13*   ++       +       +   |     ADDL EXPENSES: ++++++++++ >>>>>>>>>>   >>>>>>   *13
14*   ++       +       +   |     ADDL EXPENSES: ++++++++++ >>>>>>>>>>   >>>>>>   *14
15*   ++       +       +   |        TOTAL COST: >>>>>>>>>>                       *15
16*   ++       +       +   |                                                     *16
17*   ++       +       +   |     MAX ALLOWABLE: >>>>>>>                          *17
18*   ++       +       +   |                                                     *18
19* INVEST/VERIF COMPLETION DATE: ++ ++ ++      EXTENSION DUE DATE: ++ ++ ++    *19
20* REASON FOR NOT GENERATING CLAIM(S): ++      POST OUTCOME INFORMATION (Y/N)  : + *20
21*                                                                              *21
22* PFKEYS: 21=BVIC  22=BVCC                                                     *22
23* NEXT TRAN: <<<<     PARMS: ++++++++++++++++++++++++++++++++++++++++++++ >>>>>>>*23
```

Figure 405 BVIT Screen

The Referral Detail Page displays the following fields in the Investigation section: Investigation Type, Int. Assign Filter, Outside Agency/DHS OIG Unit or Investigator, Investigation Start Date, Reasons for investigation, Findings, and Investigation Complete Date. Additional Investigation Reasons can be added and edited.

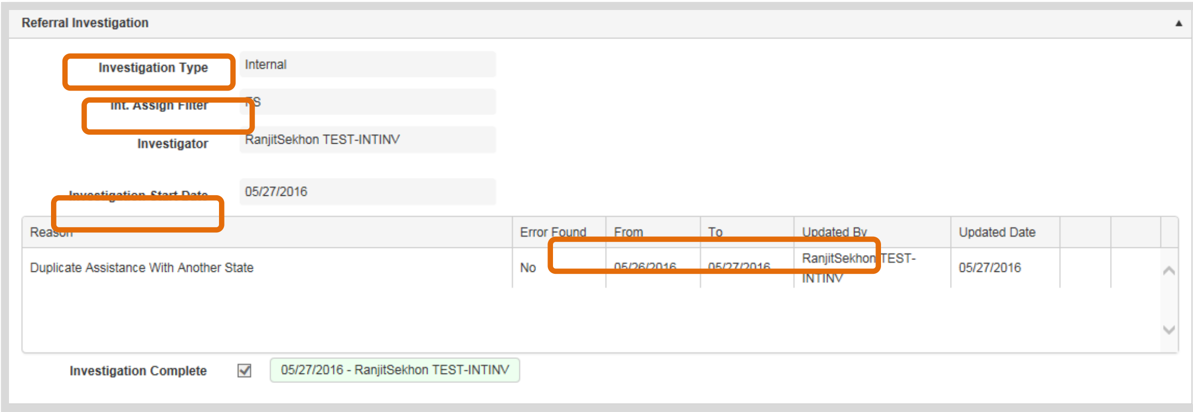
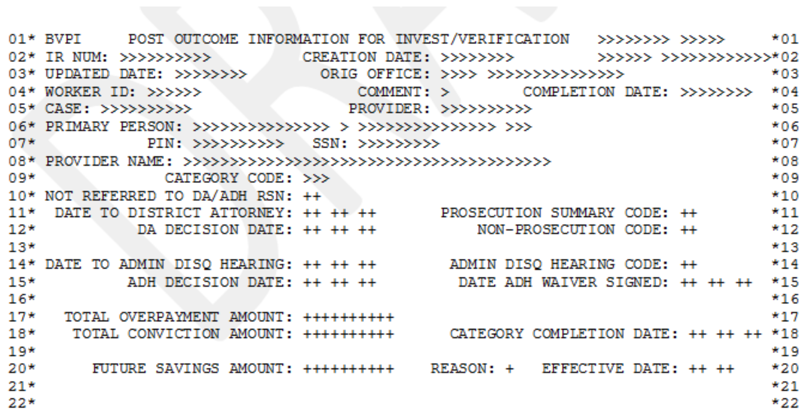


Figure 406 Referral Detail Page

31.3 BVPI (Benefit Recovery Post Outcome Information for Investigation/Verification)



```
01* BVPI     POST OUTCOME INFORMATION FOR INVEST/VERIFICATION   >>>>>>>> >>>>>     *01
02* IR NUM: >>>>>>>>>>          CREATION DATE: >>>>>>>>         >>>>>> >>>>>>>>>>>>*02
03* UPDATED DATE: >>>>>>>>        ORIG OFFICE: >>>> >>>>>>>>>>>>>>>                *03
04* WORKER ID: >>>>>>                   COMMENT: >        COMPLETION DATE: >>>>>>>> *04
05* CASE: >>>>>>>>>>                   PROVIDER: >>>>>>>>>>                        *05
06* PRIMARY PERSON: >>>>>>>>>>>>>>> > >>>>>>>>>>>>>>> >>>                         *06
07*           PIN: >>>>>>>>>>   SSN: >>>>>>>>>                                      *07
08* PROVIDER NAME: >>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>                          *08
09*             CATEGORY CODE: >>>                                                 *09
10* NOT REFERRED TO DA/ADH RSN: ++                                                  *10
11*  DATE TO DISTRICT ATTORNEY: ++ ++ ++       PROSECUTION SUMMARY CODE: ++        *11
12*           DA DECISION DATE: ++ ++ ++           NON-PROSECUTION CODE: ++        *12
13*                                                                                *13
14* DATE TO ADMIN DISQ HEARING: ++ ++ ++        ADMIN DISQ HEARING CODE: ++        *14
15*          ADH DECISION DATE: ++ ++ ++         DATE ADH WAIVER SIGNED: ++ ++ ++  *15
16*                                                                                *16
17*   TOTAL OVERPAYMENT AMOUNT: ++++++++++                                         *17
18*    TOTAL CONVICTION AMOUNT: ++++++++++      CATEGORY COMPLETION DATE: ++ ++ ++ *18
19*                                                                                *19
20*       FUTURE SAVINGS AMOUNT: ++++++++++    REASON: +   EFFECTIVE DATE: ++ ++   *20
21*                                                                                *21
22*                                                                                *22
```

Figure 407 BVPI Screen

The Post Investigation section of the Referral Detail Page has tabs for each valid program on the referral. Each valid program tab displays a Claim Determination section, Fraud Determination section and a Cost Savings section. The Claim Determination Section fields includes: Claim Needed, Date of Discovery, Assignment Type, and Assigned To fields.

The Fraud Determination section fields are driven by the Pursue Fraud and Fraud Method selection. After selecting a Fraud type, the user sees a variety of editable fields. Below are the fields for District Attorney: Assignment Type, Assign To, Referred to DA Date, Prosecuted, Restitution Amount, Fraud Committed, Court Case Number, Prosecution Outcome and Decision Date.

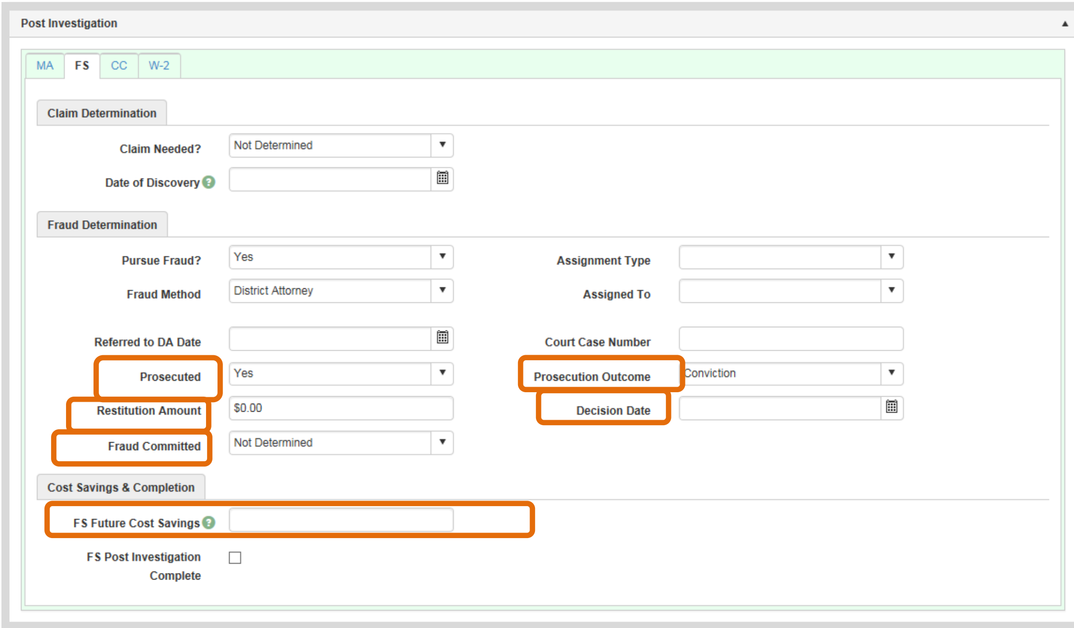


Figure 408 Referral Detail Page

32.Trouble shooting

32.1 CWW Penalty and Sanction

Steps for resolving the CWW Penalty and Sanction pages when a BRITS referral does not appear:

1. Verify that there is no referral in BRITS (if there is, follow program triage process or create a *help desk ticket)
2. Verify that no BVIR record was created (if there is, create a *help desk ticket)
3. Create a new BRITS referral (Referral Creation) - do various Steps in BRITS
4. Type over the current Investigation Referral number on BVRF so that it matches the new BRITS referral number.
5. Comment in BRITS that the claim was created and complete the referral/investigation process to close out the referral.
6. Navigate back to CWW and FoodShare IPV sanction, Child Care IPV penalty, or W-2 IPV penalty page to link the updated BRITS referral.
7. Reload the list of BRITS referrals and find the users newly created referral.
8. Link to the new referral and complete the sanction or penalty process.

Note: only true for new sanctions created after BRITS go-live date

32.2 Sanction that was created prior to BRITS implementation, but not linked to a claim:

1. Delete the existing sanction or penalty page in CWW
2. Create a new sanction or penalty page, link to the BRITS referral, and override the dates to reflect the correct sanction or penalty period.
3. Suppress all notices for the new sanction or penalty page since the appropriate notices were sent when the user created the previous page that has now been deleted.
4. Thoroughly document all actions in CWW Case Comments.

33. Glossary

1. **Additional Front End Verification (FEV) Referral** – Identified when the Referral Type is set to Front End Verification (FEV) and the Referral Source set to "New Program"
2. **Agency Error (AE) Claim Referral** – A referral created due to an agency error. Only one program can be identified on this type of referral.
3. **Case Office** – The office the case resides in as listed in CARES
4. **Closed Referral** - A Closed referral includes Closed and Invalidated statuses.
5. **County of Residence** – Where the member on the case resides. The field is pulled from CARES
6. **Data Exchange Referral** - Identified by the Referral Sources of Interstate UCB Match, SWICA, Prisoner Match, SOLQ, Unemployment Insurance Match, DCF PARIS Reports or DHS PARIS Reports. This type of referral is often time sensitive
7. **Front End Verification (FEV)** - ??
8. **Invalidated** – the status of a referral when all Program Gatekeeper Offices have been invalidated
9. **Invalidation** – the process of invalidating a program or referral
10. **Investigation** – Work performed on a referral.
11. **Investigator** – The person performing any type of work on a referral.
12. **Open Investigation** –An Open Investigation referral includes the following statuses: Not Assigned, Unassigned, Investigation in Progress, Investigation Complete, EXT - Not Assigned, EXT - Unassigned, EXT - Investigation In Progress, EXT - Investigation Complete, OIG - Not Assigned, OIG - Unassigned, OIG – Inv - Not Assigned, OIG – Inv - Unassigned, OIG – Inv - Investigation In Progress, OIG – Inv - Investigation Complete, OIG – Par - Not Assigned, OIG – Par - Unassigned, OIG – Par - Investigation in Progress, OIG – Par - Investigation Complete, OIG - Tra - Not Assigned, OIG - Tra -Unassigned, OIG - Tra – Investigation In Progress, OIG - Tra -Investigation Complete.
13. **Open Referral** - An Open referral includes the following statuses; Not Assigned, Unassigned, Investigation In Progress, Investigation Complete, EXT - Not Assigned, EXT - Unassigned, EXT - Investigation in Progress, EXT - Investigation Complete, OIG - Not Assigned, OIG - Unassigned, OIG – Inv - Not Assigned, OIG – Inv - Unassigned, OIG – Inv - Investigation in Progress, OIG – Inv - Investigation Complete, OIG – Par - Not Assigned, OIG – Par - Unassigned, OIG – Par - Investigation in Progress, OIG – Par - Investigation Complete, OIG - Tra -Not Assigned, OIG - Tra -Unassigned, OIG - Tra -Investigation in Progress, OIG - Tra -Investigation Complete, Post Investigation In Progress.
14. **Post Investigation on the workload page** - Includes two subsections: Claims and Fraud. The same referral could display in both the Claim subsection and the Fraud subsection if the investigator is assigned both Post Investigation subsections. The same referral could also be displayed multiple times in each section if the user has been assigned a referral with multiple programs.
15. **Program Gatekeeper Office** – The office number that has been assigned to process the Investigation and Post Investigation for each program.
16. **Public Assistance Reporting Information System (*PARIS*)** - The Public Assistance Reporting Information System (PARIS) is a data matching report that states report to each other on possible duplicate benefits received.

17. **Referral Created Office** – (Primary Office) the office number associated with the user who created the referral.
18. **Standard Referral** – Identified by the following attributes: * Referral Type = Fraud Investigation or Claim Investigation with the Referral Source of All, except "Interstate UCB Match", "SWICA", "Prisoner Match", "SOLQ", "Unemployment Insurance Match", “DCF PARIS Reports” or “DHS PARIS Reports” or Front End Verification (FEV) with the Referral Source of all except “New Program”.
19. **Valid Case Number -** Must consist of exactly 10 digits. The Case Number must currently exist in CARES and have eligibility for at least one program within the last 6 years. The Case must not have another referral with an open investigation attached to it. These validations are performed when a referral is being created.
20. **Void -** A status of a referral that has been created in error. Once a referral has been voided, it can no longer be viewed.

34.Tables

Referral Type

Standard
FEV (Front End Verification)
Additional FEV
Agency Error Claim
Fraud Standard
Claim Standard

Table 19 referral Type

External Programs

WWMA	Well Woman Medicaid
SLMB+	Specified Low Income Medicare Beneficiary Plus- Help with Medicare premiums
INME	Inmate Medicaid Eligibility
LEARNFARE	Penalty for children not attending school, not a program
CTS	SSI Caretaker Supplement
EA	Emergency Assistance
EMA	Emergency Medical Assistance
AFDC	Aid to Families with Dependent Children
JAL	Job Access Loan
SC	Senior Care

Table 20 External Programs Table

Payment Reversal

Bankruptcy, Pymt Return
DOR Reversal
Error in Posting
Insufficient Funds
Other Reasons
Too Reversal
Posted to Wrong ACCT

Table 21Payment Reversal Types

Payment Type

CA – Cash
IN – Inkind
CO – Coupon

Table 22 Payment Type Table

Payment Source

DTI – DOR Tax Offset
LVE – Levy Payment from Employer
ITI – Federal Tax Offset

Table 23 Payment Source Table

Claim Type

IV –
CE –
LV –

Table 24 Claim Type Table

Referral Source

Source	Referral Type
Agency Reports	All
Asset Verification System	All
Bankruptcy Filing	All
Case Information Incomplete	All
Case Review	All
Child Support	All
Client Reported Questionable Change at Review	All
Conflicting Information Provided	All
DCF Fraud Mailbox	All
DCF PARIS Reports	All
DHS Fraud Mailbox	All
DHS PARIS Reports	All
Disqualified Retailer Report (DRR)	All
DOT Manual Query	All
Error Prone Profile	All
FCS Disqualification	All
Government Agency	All
Hotline/Anonymous Call/Letter	All
Housing Authority	All
IEVS	All
Interstate UCB Match	All
IRS Match	All
New Program	FEV
New Hire Match	All
Out of State Usage Report	All
PARIS project	*This Referral Source is no longer available for selection*
Pre-BRITS	*This Referral Source is no longer available for selection*
Previous Fraud, FEV or OP	All
Prisoner Match	All
Quality Control Review	All
Social Media	All
SOLQ	All
SSA Benefit Details	All
SSA BEER Earnings Details	All
SSI Eligibility Data	All
SSN Match	All
State Wage Query	All
Store Loss Prevention	All
SWICA	All
Unemployment Insurance Match	All
Unemployment Insurance Query	All

Table 25 Referral Source Table

Investigation Reasons

Agency Error
Allowable Expenses
Assets
Benefits Continued During Hearing
Child Not In Caretaker's Care
Child Placement
Duplicate Assistance With Another State
Earned Income
Expenses Exceed Income
Fleeing Felon
Fraudulent Documentation
Fraudulent Employment Search
Fraudulent Eviction Notice
Fraudulent Identification
Fraudulent Income Verification
Fraudulent Lease
Fraudulent Medical Documentation
Household Composition
Incarceration
Incorrect W-2 Placement
IPV/Overpayment History
Lost or Stolen Check
Medical Coverage/ Premium Expense
Non-qualified Employer
Not In Approved Activity
Pre-BRITS (this Investigation Reason is not available for selection)
Probation/Parole Violation
Questionable Income/Expense
Residence
Trafficking
Unearned Income
Unresolved Aging Discrepancies
W-2 Non-participation

Table 26Investigation Reason Table

Delete Codes

Table 27 Delete Codes Table

Prosecution, Non-Prosecution Codes and ADH Decision

Fraud Method	Field	Display
DA	Non Prosecution Reason	DA's Decision Not To File Charges
DA	Non Prosecution Reason	Fact's Insufficient
DA	Non Prosecution Reason	Pre-Charge Diversion
DA	Non Prosecution Reason	Small Amounts Involved
DA	Non Prosecution Reason	Special Hardship
DA	Non Prosecution Reason	Unable To Locate
DA	Non Prosecution Reason	Voluntary Repayment Agreement
DA	Prosecution Outcome	Acquittal
DA	Prosecution Outcome	Conviction
DA	Prosecution Outcome	Dismissal
DA	Prosecution Outcome	Pre-Trial Diversion
Citation	Prosecution Outcome	Acquittal
Citation	Prosecution Outcome	Conviction
Citation	Prosecution Outcome	Dismissal
ADH	ADH Decision	IPV By Signed Waiver
ADH	ADH Decision	IPV Found
ADH	ADH Decision	No IPV Found
ADH	ADH Decision	Withdrawn Hearing

Table 28 Prosecution, Non-Prosecution Codes and ADH Decision Table

Statuses

REFERRAL Status	DESCRIPTION
Void	A "junk" referral created by mistake/with errors. *NOTE: A user selects the option to "void" that referral which in turn is excluded from view in BRITS.*
New	Status during referral creation.
Not Assigned	A newly created referral that does not have the Investigation Type set.
Invalidated	A referral that has been invalidated for all programs
Assigned	A referral is in this status in the following scenarios: - *A referral that is assigned to an "Internal" Investigator and the "Investigation Start Date" has not been entered.* - *A referral that is assigned to a "PACU" Investigator* and the *"Investigation Start Date" has not been entered.*
Unassigned	A referral is in this status in the following scenarios: - *A referral that was assigned to an "Internal" Investigator and the Investigation type is removed.* - *A referral that is assigned to a "PACU" Investigator and the assignment is retracted.* - *A referral that is assigned to an "External" Investigator and the Investigator and External Agency are retracted.* - *A referral that is retracted from the DHS-OIG Agency*
Investigation in Progress	A referral is in this status in the following scenarios: - *A referral that is assigned to an "Internal" Investigator and the "Investigation Start Date" is entered.* - *A referral that is assigned to a "PACU" Investigator and the "Investigation Start Date" is entered.*
Investigation Complete	A referral is in this status in the following scenarios: - *A referral that is assigned to an "Internal" Investigator and the "Investigation Complete" checkbox is selected.*

	- *A referral that is assigned to a "PACU" Investigator and the "Investigation Complete" checkbox is selected.*
EXT – Not Assigned	A referral in "Not Assigned" status that is assigned to an External Agency ***NOTE:*** *The referral has not been assigned to an External Investigator.*
EXT – Assigned	A referral that is assigned to an External Agency Investigator and the "Investigation Start Date" has not been entered.
EXT – Unassigned	A referral will be in this status in the following scenarios: - *A referral that is assigned to an External Agency Investigator and the Investigator (not the External Agency) is retracted.* *A referral that is initially in "Unassigned" status that is then assigned to an External Agency (Note: An External Agency Investigator has not been assigned).*
EXT – Investigation in Progress	A referral that is assigned to an Investigator in an External Agency and the "Investigation Start Date" has been entered.
EXT – Investigation Complete	A referral that is assigned to an Investigator in an External Agency and the "Investigation Complete" checkbox is selected.
DHS-OIG – Not Assigned	A referral is in this status in the following scenarios: - *A referral that is initially in "Not Assigned" status and is then assigned to the DHS-OIG Agency.* - *A referral that is assigned to the DHS-OIG Agency during the referral creation process* ***NOTE:*** *The referral in this status has not been assigned to a DHS-OIG unit or DHS-OIG unit Investigator.*
DHS-OIG – Unassigned	A referral is in this status in the following scenarios: - *A referral that is initially in "Unassigned" status and is then assigned to the DHS-OIG Agency* - *A referral assigned to an Internal/External Investigator and is reassigned to the DHS-OIG Agency* - *A referral that is assigned to an DHS-OIG unit and the assignment is retracted*

	NOTE: *The referral in this status has not been assigned to a DHS-OIG unit or DHS-OIG unit Investigator.*
DHS-OIG – PARIS – Not Assigned	A referral in “DHS-OIG – Not Assigned” status that is then assigned to the PARIS unit. *(**NOTE:** A PARIS unit Investigator has not been assigned).*
DHS-OIG – PARIS – Assigned	A referral that is assigned to a PARIS unit Investigator and the “Investigation Start Date” has not been entered.
DHS-OIG – PARIS - Unassigned	A referral is in this status in the following scenarios: F - *A referral that is assigned to a PARIS unit Investigator and the Investigator is retracted.* - *A referral that is initially in “DHS-OIG – Unassigned” status and is then assigned to the PARIS unit (Note: A PARIS unit Investigator has not been assigned).*
DHS-OIG – PARIS – Investigation in Progress	A referral that is assigned to a PARIS unit Investigator and the “Investigation Start Date” has been entered.
DHS-OIG – PARIS – Investigation Complete	A referral that is assigned to a PARIS unit Investigator and the “Investigation Complete” checkbox is selected.
DHS-OIG – INVESTIGATIONS – Not Assigned	A referral in “DHS-OIG – Not Assigned” status that is assigned to the DHS-OIG INVESTIGATIONS unit. *(**NOTE:** An INVESTIGATIONS unit Investigator has not been assigned).*
DHS-OIG – INVESTIGATIONS – Assigned	A referral that is assigned to an INVESTIGATIONS unit Investigator and the “Investigation Start Date” has not been entered.
DHS-OIG – INVESTIGATIONS - Unassigned	A referral is in this status in the following scenarios: - *A referral that is assigned to the INVESTIGATIONS unit Investigator and the Investigator is retracted.* - *A referral that is initially in “DHS-OIG – Unassigned” status and is then assigned to the INVESTIGATIONS unit (Note: An INVESTIGATIONS unit Investigator has not been assigned).*
DHS-OIG – INVESTIGATIONS – Investigation in Progress	A referral that is assigned to the INVESTIGATIONS unit Investigator and the “Investigation Start Date” has been entered.

DHS-OIG – INVESTIGATIONS – Investigation Complete	A referral that is assigned to an INVESTIGATIONS unit Investigator and the “Investigation Complete” checkbox is selected.
DHS-OIG – TRAFFICKING – Not Assigned	A referral that is initially in “DHS-OIG – Not Assigned” status and is then assigned to the DHS-OIG TRAFFICKING unit. *(**NOTE:** A TRAFFICKING unit Investigator has not been assigned).*
DHS-OIG – TRAFFICKING – Assigned	A referral that is assigned to a TRAFFICKING unit Investigator and the “Investigation Start Date” has not been entered.
DHS-OIG – TRAFFICKING - Unassigned	A referral is in this status in the following scenarios: - *A referral that is assigned to a TRAFFICKING unit Investigator and the Investigator is retracted.* - *A referral that is initially in “DHS-OIG – Unassigned” status and is then assigned to the TRAFFICKING unit (Note: A TRAFFICKING unit Investigator has not been assigned).*
DHS-OIG – TRAFFICKING – Investigation in Progress	A referral that is assigned to a TRAFFICKING unit Investigator and the “Investigation Start Date” has been entered.
DHS-OIG – TRAFFICKING – Investigation Complete	A referral that is assigned to the TRAFFICKING unit Investigator and the “Investigation Complete” checkbox is selected.
Post Investigation in Progress	A referral is in this status when a valid value is entered in any field in the following Post Investigations subsections; - Claim Determination - Fraud Determination - Cost Savings & Completion *(**NOTE**: This status does not have the DHS-OIG & EXT prefixes)*
Closed	A referral is in this status when the following Post Investigation conditions are met on all valid programs on a referral; - The Claim process is complete, and - The Fraud process is complete, and - Future Cost Savings amount is entered, and Post Investigation checkbox is selected.

Table 29 Status Table

List of programs

Aid to Families with Dependent Children (AFDC)
Food Share (FS)
Medical Assistance
Senior Care
Child Care (CC)
CC Provider
Wisconsin Works (W-2)
Collection Fee
Learn Fare
Job Access Loan (JAL)

Table 30 Program Table

Claim Type

IPV - Fraud
LV - Levy
NC - Non-client Error
WT - Warrant
CE - Client Error

Table 31 Claim Type Table

Claim Status

Claim Status
CLOSED
OPEN
SUSPENDED
TERMINATED
APPLICATION
CLOSED
DENIED/WITHDRAWWX
HELD
INTAKE
OPEN
READY
WRITE OFF

Table 32 Claim Status Table

Dual State(s)

AK – Alaska	MS – Mississippi
AL – Alabama	MT – Montana
AR – Arkansas	NC – North Carolina

AZ – Arizona	ND – North Dakota
CA – California	NE – Nebraska
CO – Colorado	NH – New Hampshire
CT – Connecticut	NJ – New Jersey
DC – Washington DC	NM – New Mexico
DE – Delaware	NV – Nevada
FL – Florida	NY – New York
GA – Georgia	OH – Ohio
HI – Hawaii	OK – Oklahoma
IA – Iowa	OR – Oregon
ID – Idaho	PA – Pennsylvania
IL – Illinois	PR – Puerto Rico
IN – Indiana	RI – Rhode Island
KS – Kansas	SC – South Carolina
KY – Kentucky	SD – South Dakota
LA – Louisiana	TN – Tennessee
MA – Massachusetts	TX – Texas
MD – Maryland	UT – Utah
ME – Maine	VA - Virginia
MI – Michigan	VT – Vermont
MN – Minnesota	WA – Washington
MO – Missouri	WV – West Virginia

Table 33 Dual States Table

Document Type

File Type	Description
aif	Audio Interchange File format
aifc	see aif
au	audio file format introduced by Sun Microsystems
bin	bin file is a binary file, which stores the raw sector-by-sector copies of the tracks in the disc
bmp	(Bitmap Picture)
doc	word processing documents
docm	document contains programming elements, called macros
dot	Microsoft Word template
gif	CompuServe' Graphics Interchange Format (bitmapped graphics)
htm	HTML (Hypertext Markup Language)
html	HTML (Hypertext Markup Language)
jfif	JPEG File Interchange Format (JFIF) is an image file format standard
jpe	optional extension used for JPEG
jpg	see JPEG
mpg	see MPEG
pdf	Adobe's Portable Document Format
png	Portable Network Graphics
pot	Microsoft PowerPoint template

pps	Storyboard, Microsoft PowerPoint Slideshow (standalone slideshow)
ppt	Microsoft PowerPoint Presentation
pptx	Microsoft PowerPoint Presentation file
rtf	Rich Text Format text file (help file script)
tif	see TIFF
tiff	TIFF (tagged image format file) bitmapped file
txt	Tab-Delimited Text File, Document Extension
vsd	Visio drawing
wav	Sound format (Microsoft Windows RIFF WAVE)
xla	Add-in macro sheet
xls	Microsoft Excel Spreadsheet
xlsb	Microsoft Excel 2007 Binary Workbook (BIFF12)(Spreadsheets)
xlsm	Microsoft Excel 2007 Macro-Enabled Workbook (Spreadsheets)
xlsx	Office Open XML Workbook (Spreadsheets)
xlt	Microsoft Excel Template
xml	Extensible Markup Language file

Table 34 Documents type Table

Tables

Figures

VIII. APPENDICES

Appendices

Appendix 1 Release Notes for 1.1

BRITS SYSTEM RELEASE NOTES
EFFECTIVE JULY 17, 2017

1. Ability To Save User Settings on the Workload Page

On the workload page in the previous version of the BRITS application, the sort and/or filter user settings were lost whenever a user navigated away from the workload page.

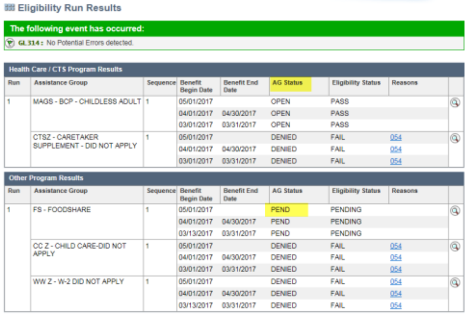
BRITS users with a workload page can now save the sort and/or filter settings on the workload page. This allows the flexibility to navigate away from (and back to) the workload page without losing the settings. Additionally, users can toggle between the default workload page (a workload page without any sort and/or filter settings applied) and a custom workload page (a workload page with the user's sort and/or filter settings). In the event that a custom workload page is no longer needed, the BRITS application allows users the flexibility to remove the custom workload page.

(Reference: BRITS User Manual – *Custom vs Default Workload*, *Save Workload*)

2. BRITS Referrals for Assistance Groups in 'Pending' or 'Deductible' statuses

Creation of new referrals in the BRITS application has been limited to Assistance Groups (AGs) that were either in open status at referral creation, or that were in open status at any point within the last 6 years of the referral creation date (regardless of current status). Any AG that did not meet this criterion was excluded from a BRITS referral at creation and/or users were restricted from creating a new referral altogether. In addition to the 'open' status, users can now create referrals for AGs that are in 'pending' or 'deductible' status (or that were in either of the statuses at any point within the last 6 years of the referral creation date – regardless of current status – see figure 1). This will allow Front End Verification (FEV) Referrals to be created prior to confirming a case that has not been knows to CARES before or in the last 6 years.

Figure 1: Sample AG Status indicator on CARES Worker Web Eligibility Run Results Page



Eligibility Run Results

The following event has occurred:
GL314 : No Potential Errors detected.

Health Care / CTS Program Results

Run	Assistance Group	Sequence	Benefit Begin Date	Benefit End Date	AG Status	Eligibility Status	Reasons
1	MAGS - BCP - CHILDLESS ADULT	1	05/01/2017		OPEN	PASS	
			04/01/2017	04/30/2017	OPEN	PASS	
			03/01/2017	03/31/2017	OPEN	PASS	
	CTSZ - CARETAKER SUPPLEMENT - DID NOT APPLY	1	05/01/2017		DENIED	FAIL	054
			04/01/2017	04/30/2017	DENIED	FAIL	054
			03/01/2017	03/31/2017	DENIED	FAIL	054

Other Program Results

Run	Assistance Group	Sequence	Benefit Begin Date	Benefit End Date	AG Status	Eligibility Status	Reasons
1	FS - FOODSHARE	1	05/01/2017		PEND	PENDING	
			04/01/2017	04/30/2017	PEND	PENDING	
			03/13/2017	03/31/2017	PEND	PENDING	
	CC Z - CHILD CARE-DID NOT APPLY	1	05/01/2017		DENIED	FAIL	054
			04/01/2017	04/30/2017	DENIED	FAIL	054
			03/01/2017	03/31/2017	DENIED	FAIL	054
	WW Z - W-2 DID NOT APPLY	1	05/01/2017		DENIED	FAIL	054
			04/01/2017	04/30/2017	DENIED	FAIL	054
			03/13/2017	03/31/2017	DENIED	FAIL	054

(Reference: BRITS User Manual – Valid Program)

3. Dual Issuance States

This change impacts only DCF/ DHS OIG staff, DFES/BWF staff, and agency W-2 staff:
In scenarios where a participant is receiving (or suspected to be receiving) benefits in more than one state, users are now able to select each duplicate issuance state(s) for each program on a BRITS referral. This will facilitate tracking and reporting of fraud spanning across multiple states.
(Reference: BRITS User Manual – Dual Issuance States)

4. **Referral Source Field Update**

The Referral Sources "PARIS Project" and "Pre-BRITS" have been deactivated and will no longer be available for selection; however, they will be retained on all referrals that currently have the values as the Referral Source. New Referral Sources have also been added and are available for selection on referrals, which will help in facilitating more accurate reporting. The new Referral Sources are: DHS PARIS Reports, DCF PARIS Reports, DCF Fraud Mailbox, DHS Fraud Mailbox and Third Party Verification. For Wisconsin Works (W-2), PARIS referrals will be initiated by DCF staff and assigned to W-2 agencies to complete investigation and post investigation activities.
(Reference: BRITS User Manual – Referral Source)

5. **Investigation Reasons Field Update**

The primary purpose for the investigation reason "Pre-BRITS" was to facilitate migration of data during initial implementation. Since the migration process is complete, "Pre-BRITS" will be excluded from the Investigation Reasons field dropdown. It will be retained on any referral that currently has the value as the selected Investigation Reason. A new Investigation Reason – Suspicious Hardship Request – has been added and will be available for selection on this field. These changes will help in facilitating more accurate reporting. This Investigation Reason is particular to Child Care and should only be used if investigated a participant's hardship request (whether approved or denied).
(Reference: BRITS User Manual – Investigation Reasons)

6. Document Type 'Sanctions' added

When designating a document type on a referral in the BRITS application, users were limited to two document types: Fraud Related Information and Over-payment/Recoupment. A third option - 'Sanctions' - has been added to the dropdown that provides users the ability to upload a document(s) related to sanctions and designate the document(s) as such on a BRITS referral. Programs must follow the Electronic Case File (ECF) definitions when scanning a document under the appropriate code. For example, W-2 will use the 'Sanctions' ECF code for Intention Program Violations (IPVs) documentation.
(Reference: BRITS User Manual - Documents)

7. The 'Referral Source' field added to the Referral History Grid

In scenarios where multiple referrals are created for a given case number, the 'Referral Source' field has been added on the Referral History grid. The addition provides the ability to identify Data Exchange referrals from non-Data Exchange referrals without navigating to the referral detail page. In the BRITS application, any referral with one of the following Referral Sources is identified as a Data Exchange referral; SWICA, Interstate UCB Match, Prisoner Match, SOLQ and Unemployment Insurance Match. *(Reference: BRITS User Manual – Referral History)*

8. Referral Investigation Divider Added

A separator has been added in the 'Referral Investigation' section on all referrals in the BRITS application. The separator provides a clear delineation between assignment fields (for a Gatekeeper role) and Investigation fields (for an Investigator role).
(Reference: BRITS User Manual – Referral Investigation Section)

9. PIN Validation on the Waiver Grid

When a number is entered by a user on the "Offered To (PIN)" field on the waiver grid within the FoodShare Post Investigation tab on a referral, the system will now verify that the number entered is a valid PIN in CARES. A message will be displayed if the number does not match a PIN in CARES.
(Reference: BRITS User Manual – ADH: Offer To (PIN) Field)

10. Decision Date Field – Entry of a Future Decision Date Restricted

In order to provide accurate data for reporting, the BRITS application will now restrict users from entering a future date on the 'Decision Date' field. The field is located in each program tab in the Post Investigation section on a referral.
(Reference: BRITS User Manual – District Attorney *Decision Date*, Citation *Decision Date*, ADH *Decision Date)*

11. Restriction for One Agency Error Claim Referral Removed

The restriction to have one open Agency Error Claim referral at a time on a case has been removed. Users are now able to create multiple Agency Error Claim referrals on a case regardless of the status of any other existing referral on the case. Reminder: Agency Error Referrals should only be selected when an Agency Error Claim will exist due to the investigation. If a worker is unsure of the necessity for a claim, select Claim Investigation.
(Reference: BRITS User Manual – Multiple Agency Error Claim Referrals)

12. Add/Edit Reminder Window Update

When creating reminders from the BRITS Home page, Workload page or the Advanced Search page, users are required to input values on all fields on the 'Add/Edit Reminder' window popup. Two (2) values will no longer be auto-populated: 'ID Number' and 'Due Date' fields. Users will be required to input valid values on the fields before they can successfully create a reminder.
(Reference: BRITS User Manual – Create Reminder)

Appendix 2 Release Notes for 1.2

BRITS SYSTEM RELEASE NOTES

EFFECTIVE NOVEMBER 20, 2017

1. "County of Residence" added to the workload page

To add functionality to workload management, the "County of Residence" will be an added column on the workload page for all sub-sections. This column will be sortable and filterable. To view the new column, the custom workload will need to be removed. This column will be hidden by default.

Note that this field is not yet part of BRITS reports.

(Reference: BRITS User Manual – County of Residence)

Referral #	Primary Person ▲	Type	Program(s)	Cr. Date	Cr. Office	Referral Source	County Res.	Flag
1110001041	Danny County	Fraud Investigation	CC, FS, MA, W-2	10/30/2017	5099	DHS PARIS Reports	13	
2110001042	Danny County	Front End Verification	CC, FS, MA, W-2	10/30/2017	5099	DHS PARIS Reports	13	
3110000743	Deportment Conduct	Front End Verification	MA, FS	01/23/2017	5013	New Program	13	
3110000963	Deportment Conduct	Claim Investigation	FS, MA	05/19/2017	5013	SWICA	13	
9110001039	Fsw2 Only	Claim Investigation	FS, W-2	10/30/2017	5013	DCF PARIS Reports	13	
0110001040	Fsw2 Only	Claim Investigation	FS, W-2	10/30/2017	5013	DHS PARIS Reports	13	
2110000862	Mom Car8998	Front End Verification	MA	04/21/2017	5273	New Program	13	
3110001043	Mom Car8998	Front End Verification	MA	10/30/2017	5013	DHS PARIS Reports	13	
0110000970	Second Per	Claim Investigation	FS, MA	06/02/2017	5013	Asset Verification System	40	
4110001044	Second Per	Front End Verification	FS, MA	10/30/2017	5013	DCF PARIS Reports	40	
6110001046	Second Per	Claim Investigation	FS, MA	10/30/2017	5013	DCF PARIS Reports	40	
4110001024	W-2 Pregnanat	Fraud Investigation	W-2	10/05/2017	5099	SWICA	57	
5110001045	W-2 Pregnanat	Fraud Investigation	W-2	10/30/2017	5013	DHS PARIS Reports	57	

2. Referral Reminder "Flag" added to the workload page

To add functionality to workload management, a new column "Flag" will be available on all sub-sections of the workload page. This column will be sortable and filterable. The column will display a flag in the color selected on the reminder, and may be used to signify whatever each user chooses. The flag must be on a referral in order for it to be displayed on the workload. Reminders are not transferable. This column will be hidden by default.

Note that this field is not part of BRITS reports.

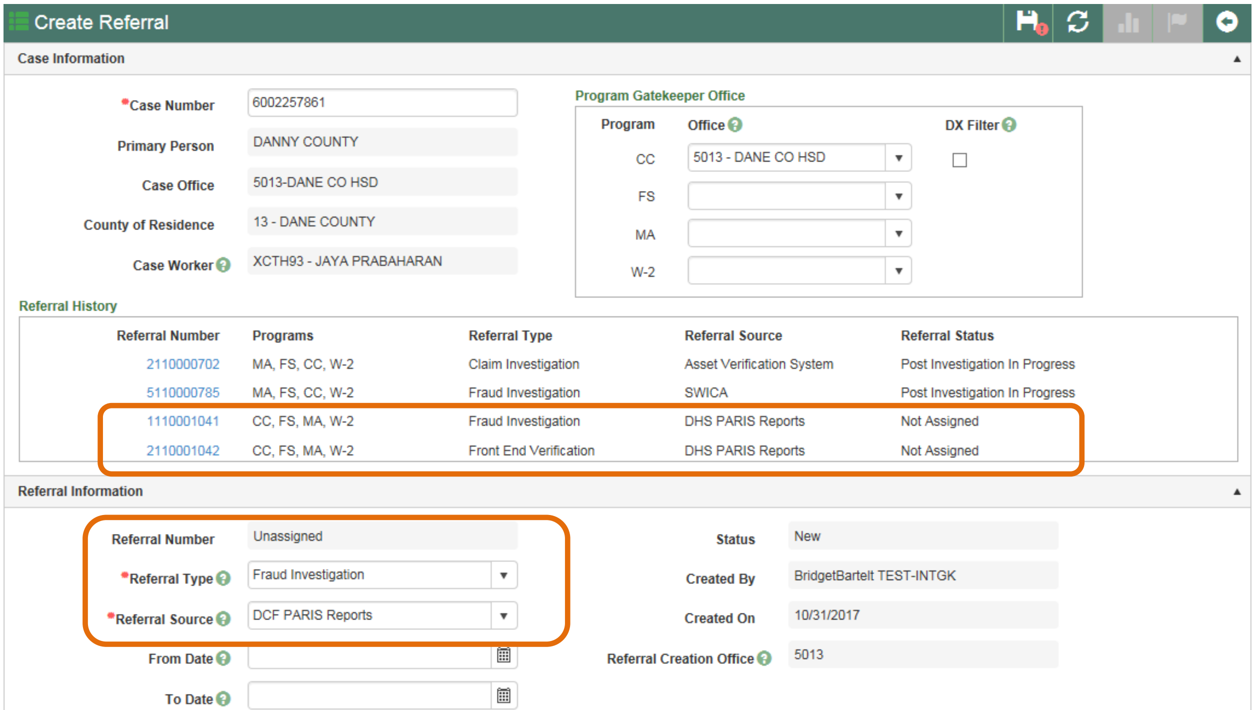
(Reference: BRITS User Manual – Referral Reminder Flag)

Referral #	Primary Person ▲	Type	Program(s)	Cr. Date	Cr. Office	Referral Source	County Res.	Flag
1110001041	Danny County	Fraud Investigation	CC, FS, MA, W-2	10/30/2017	5099	DHS PARIS Reports	13	
2110001042	Danny County	Front End Verification	CC, FS, MA, W-2	10/30/2017	5099	DHS PARIS Reports	13	
3110000743	Deportment Conduct	Front End Verification	MA, FS	01/23/2017	5013	New Program	13	
3110000963	Deportment Conduct	Claim Investigation	FS, MA	05/19/2017	5013	SWICA	13	
9110001039	Fsw2 Only	Claim Investigation	FS, W-2	10/30/2017	5013	DCF PARIS Reports	13	
0110001040	Fsw2 Only	Claim Investigation	FS, W-2	10/30/2017	5013	DHS PARIS Reports	13	
2110000862	Mom Car8998	Front End Verification	MA	04/21/2017	5273	New Program	13	
3110001043	Mom Car8998	Front End Verification	MA	10/30/2017	5013	DHS PARIS Reports	13	
0110000970	Second Per	Claim Investigation	FS, MA	06/02/2017	5013	Asset Verification System	40	
4110001044	Second Per	Front End Verification	FS, MA	10/30/2017	5013	DCF PARIS Reports	40	
6110001046	Second Per	Claim Investigation	FS, MA	10/30/2017	5013	DCF PARIS Reports	40	
4110001024	W-2 Pregnanat	Fraud Investigation	W-2	10/05/2017	5099	SWICA	57	
5110001045	W-2 Pregnanat	Fraud Investigation	W-2	10/30/2017	5013	DHS PARIS Reports	57	

3. New Data Exchange referral type - PARIS Reports

DCF PARIS Reports and DHS PARIS Reports will be added to the DX referral category. A user will be able to create multiple DCF/DHS PARIS Reports types. This means that PARIS referrals can be opened and closed without dependency on the standard referral.

(Reference: BRITS User Manual –DCF/DHS PARIS Reports)



4. Updated WebI - button and Help button labels

To ease the user ability to find BRITS resources, the Help and WebI Report buttons will be renamed.

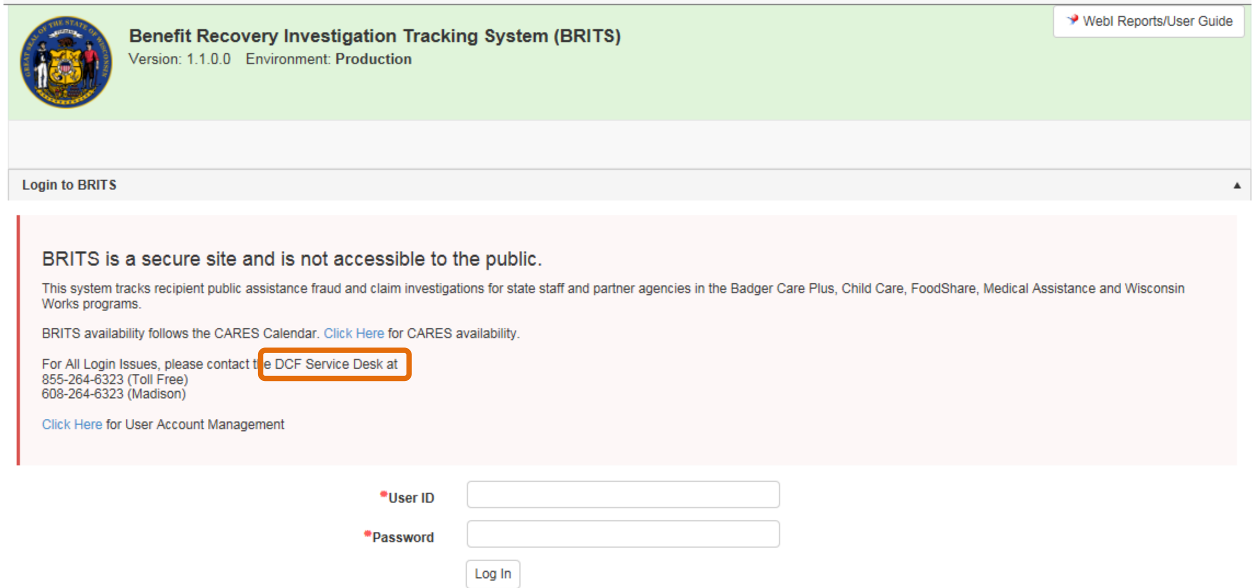
- The button that currently says “WebI Reports/User Guide” will be updated to display “WebI Reports & User Guide, to make it clear that this button is specific to reports.

- The button that says “Help” will be re-labelled as “BRITS User Manual”, to alleviate confusion about where the User Manual for BRITS is located.

(Reference: N/A)

5. Changed wording: DCF Helpdesk to DCF Service Desk

For clarity, the wording on the login page will be changed from DCF Helpdesk to DCF Service Desk.



(Reference: N/A)

6. Update Advance Search results

Advanced Search will not display any deleted aliases in the search result area. This will eliminate the excess duplicate results. The search result can produce multiple records with the same (Case #, Referral #, identical name spelling, DOB, Gender and PIN) if multiple Alias has been entered in CARES/CWW.

(Reference: N/A)

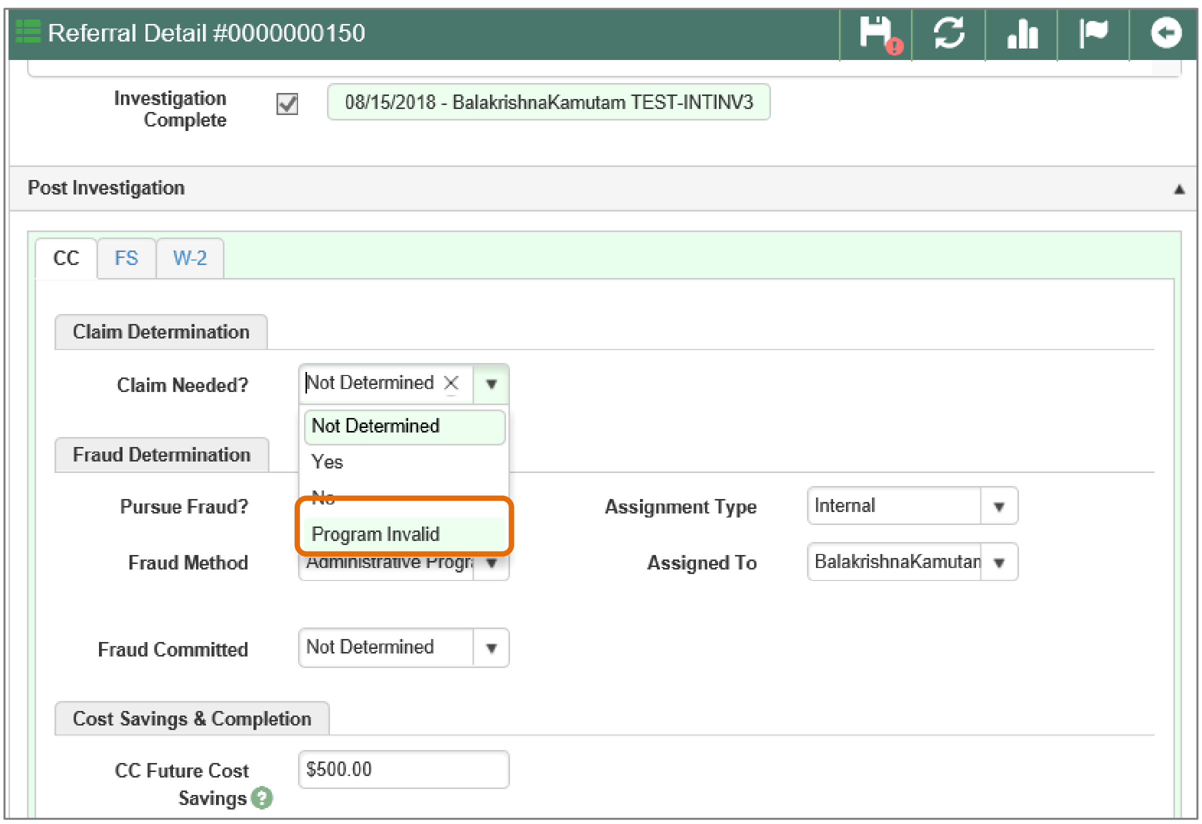
Appendix 2.1 Release Notes for 1.2.2

BRITS SYSTEM RELEASE NOTES

EFFECTIVE AUGUST 25, 2018

1. **Add Program Invalid Option to Post Investigation Claim and Fraud Determination Selections**

   On a referral, users will now be able to mark a Program that they are assigned for as 'Program Invalid' during the Post Investigation process. This will allow a user to indicate that no action is needed by that Program on this Referral. For all Program Areas, the "Program Invalid" option may be initiated on either the Claim or Fraud Determination subsections (References: 9.6.1 Claim Determination or 9.6.2 Fraud Determination) of each Post Investigation Program tab (References: *BRITS User Manual* 9.5.29.6 Post Investigation, 19 Post Investigation), unless the Program is the IAF on the Referral.



As a best practice, if there is existing data in this tab, a worker should verify the correct Program tab and case/referral number prior to selecting Program Invalid.

IMPORTANT: Selecting “Program Invalid” for *Claim Needed* does not clear any Claims created in the BV subsystem. Always verify whether Claims have been established for the Referral Program prior to selecting “Program Invalid”

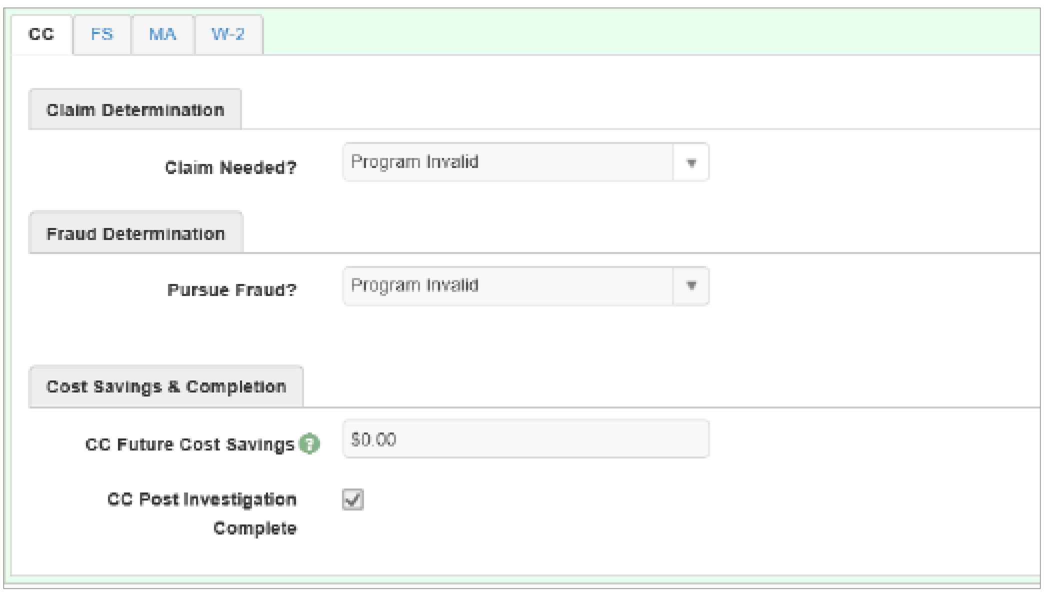
References:

BRITS User Manual - 19.3 Perform Post Investigations

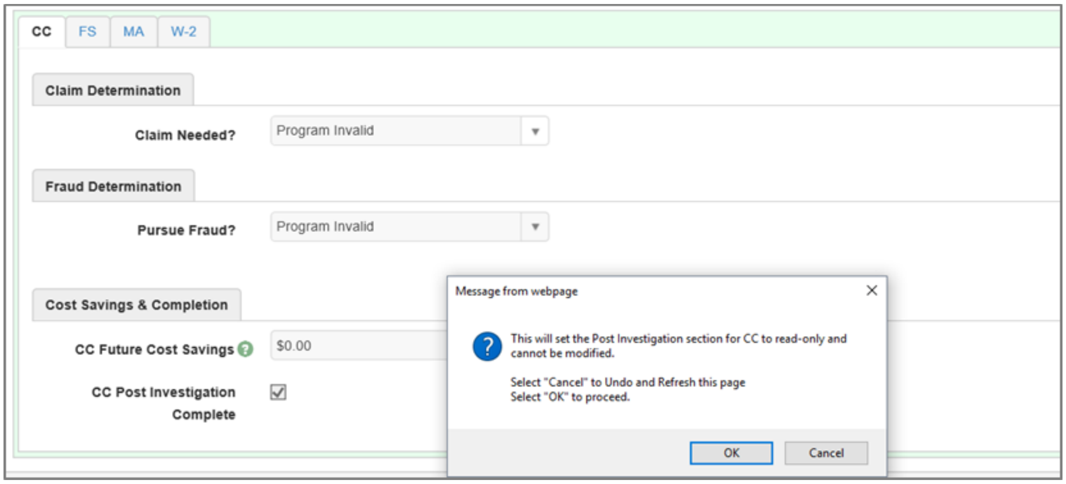
BRITS User Manual - 20 Post Investigation Claim Determination

BRITS User Manual - 21 Post Investigation Fraud Determination

When either *Claim Needed?* or *Pursue Fraud?* is set to “Program Invalid”, the other subsection will be automatically set to “Program Invalid”. Post Investigation data previously entered for this Program will be cleared.



To cancel and refresh the original Post Investigation screen content, a user may restore data upon Save by selecting "Cancel" on a Confirmation popup to refresh the Post Investigation sections with any previous data on the tab.



Selecting "OK" on the confirmation screen will irreversibly set the Program to "Program Invalid". The *Post Investigation Complete* is checked and the *Future Cost Savings* is set to zero. The Help-Desk role will not be able to reopen the tab. If the program tab was invalidated in error, the Program will need to create a new BRITS Referral and re-process

Reference:

BRITS User Manual – 22 Cost Savings & Completion of a program

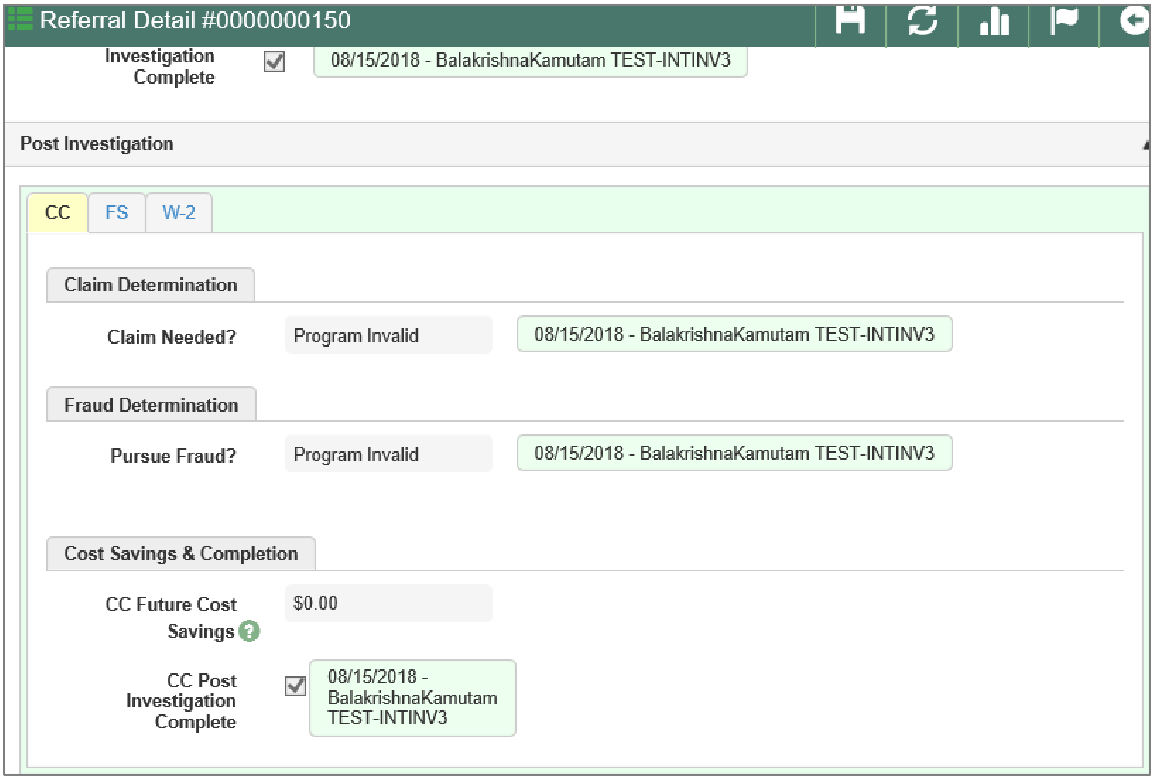
Once a Post Investigation program's *Claim Needed* or *Pursue Fraud* has been set to "Program Invalid", the referral will drop off that Program's workload sections, even if the referral itself is not yet closed, similar to selecting "No" on the determination subsections. If the Gatekeeper user is authorized for more than one Program, the Program set to "Program Invalid" will appear without a hyperlink, indicating work is complete for that Program; while the other Program(s) hyperlinks for Claim and/or Fraud determination remain on their workload page.

References:

BRITS User Manual - 6.2.2 Post Investigation Assignment section

BRITS User Manual - 7.2 Post Investigations section

BRITS User Manual 24 Workload Usage–



The *Post Investigation* tab of a program that has been set to "Program Invalid" will display with a yellow highlight to indicate it has been invalidated in PI.